(#130) Dear Management:

August 23, 2019

The cyclical wave of "feast or famine" is definitely pegged at "feast" right now...

So what are you doing about it?  Are you losing loans cause your [fill in the dept here] can't get to them?

That's bad...  BUT there is always a fix.

But let's take a second and remember Mash (the tv show)...  Yes, I'm old... and yes there is a point to this.

Remember the front line operating rooms, remember everyone was sent through triage?

Well, what about you doing that with your loans?  And I'm talking about training every employee, in every department along the production route, these steps.

Teach them the techniques to better diagnosing arriving loans, then how to defer, delegate or deal with them.

They must know how to prioritize based on urgency and impact.  Prioritizing the most fragile loans, and unfortunately let go of the DOA ones faster.

It's a war people, WIN IT!

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