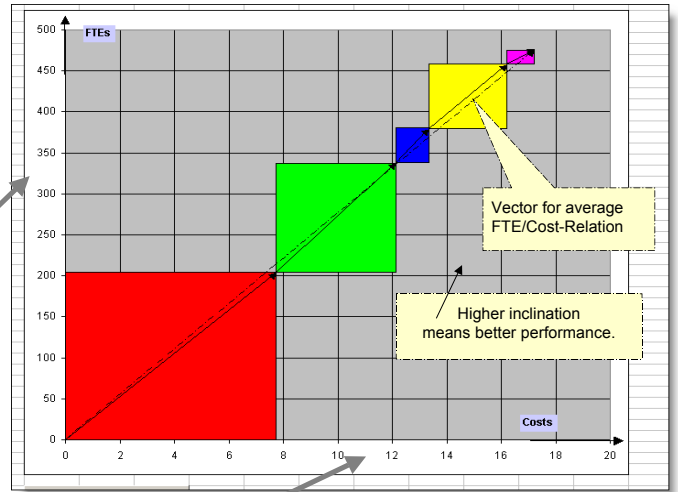


# Performance Profile

Visualizing nonfinancial and financial values with bengin's **Vector Based Value Metric System**.

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Sum	Cost	FTEs
Origination, Marketing	7.75	204.00
Processing	4.38	134.00
Secondary	1.22	42.00
Mgmt. General, Admin	2.85	78.00
Mgmt InfoSystems	1.01	18.00



## Client Reports and Findings

The reorganization of teams, roles and work developed balanced teams and focused the organization on high value actions and results. The redesign effort eliminated forms and procedures that were distracting staff from customer needs and refocused staff on the key actions that create value for the customers and the organization.

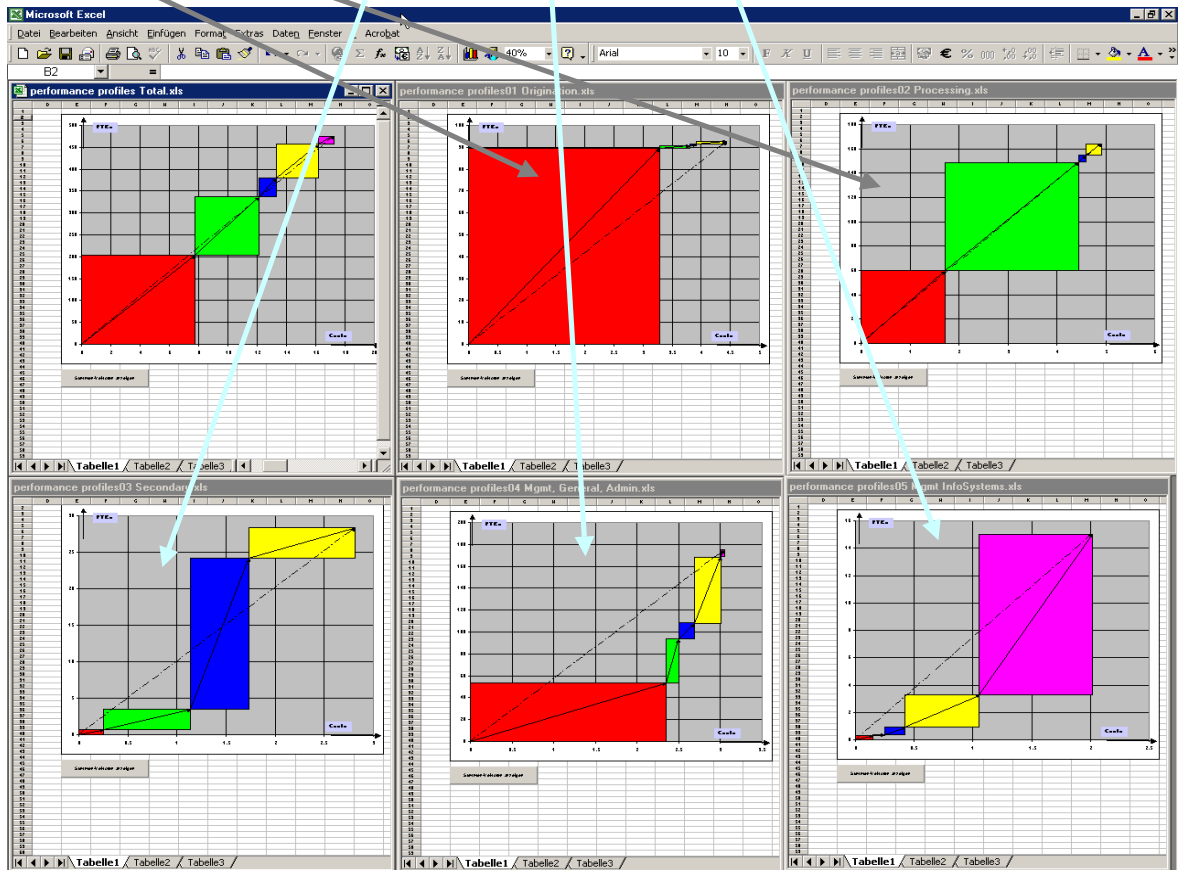
### CROSS FUNCTIONAL LOAN PROCESS ANALYSIS

Process Group	Activity Concentration Matrix : by FTEs										
	Total FTEs	Orig/Mktg Activity	%	Processing Activity	%	Secondary activity	%	Mgmt/Admin Activity	%	MgmtInfo Systems	%
Origination/Marketing	204	89.57	43.9%	59.67	29.3%	0.68	0.3%	53.76	26.4%	0.32	0.2%
Processing	134	1.24	0.9%	89.26	66.6%	2.84	2.1%	40.26	30.0%	0.04	0.0%
Secondary	42	0.55	1.3%	6.11	14.5%	20.73	49.4%	14.01	33.4%	0.60	1.4%
Mgmt/GeneralAdmin	78	1.30	1.7%	9.50	12.2%	4.13	5.3%	60.73	77.9%	2.34	3.0%
Mgmt InfoSystems	18	-	0.0%	-	0.0%	-	0.0%	6.25	34.7%	11.75	65.3%
<b>Total FTEs</b>	<b>476</b>	<b>92.66</b>	<b>19.5%</b>	<b>164.54</b>	<b>34.6%</b>	<b>28.38</b>	<b>6.0%</b>	<b>175.01</b>	<b>36.8%</b>	<b>15.05</b>	<b>3.2%</b>

Process Group	Activity Concentration Matrix : by Cost										
	Total Cost	Orig / Mktg Activity	%	Processing Activity	%	Secondary activity	%	Mgmt/Admin Activity	%	MgmtInfo Systems	%
Origination/Marketing	\$7.75	\$3.28	42.3%	\$1.72	22.2%	\$0.25	3.2%	\$2.15	30.3%	\$0.15	1.9%
Processing	\$4.38	\$0.52	11.9%	\$2.74	62.4%	\$0.89	20.3%	\$0.10	3.4%	\$0.10	2.3%
Secondary	\$1.22	\$0.12	9.9%	\$0.14	11.5%	\$0.59	48.5%	\$0.19	16.0%	\$0.17	14.0%
Mgmt/GeneralAdmin	\$2.85	\$0.52	18.2%	\$0.31	10.8%	\$1.08	37.9%	\$0.32	11.3%	\$0.63	22.1%
Mgmt InfoSystems	\$1.01	-	0.0%	-	0.0%	-	0.0%	\$0.04	3.7%	\$0.97	96.5%
<b>Total FTEs</b>	<b>\$17.21</b>	<b>\$4.44</b>	<b>25.8%</b>	<b>\$4.90</b>	<b>28.5%</b>	<b>\$2.81</b>	<b>16.3%</b>	<b>\$3.05</b>	<b>17.7%</b>	<b>\$2.02</b>	<b>11.7%</b>

Source of Matrix [FTEs and Cost (numbers)]: [http://www.veritypartnersllc.com/files/phatfile/Performance\\_Profiles\\_Verity\\_White\\_Paper2.pdf](http://www.veritypartnersllc.com/files/phatfile/Performance_Profiles_Verity_White_Paper2.pdf), page 14



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