



**MANDRIEN CONSULTING GROUP**  
REAL ESTATE SERVICE INDUSTRY



**Transform Your Company**

### Mandrien's Organizational Transformation Product

Your company is a high volume national title agency but you are having operational issues scaling. As well, your employees may be feeling overwhelmed in certain respects including fatigue, burnout and resistance to new processes. Alternatively you might be a smaller agent gaining traction as you have earned the confidence of a national mortgage company. Your company may be having issues with employees failing to be able to adapt to a paperless environment. Either way, inefficiency can take many forms and is affecting your process. "Best of Breed" software has been acquired but its just not making you that much more efficient. It may be that you are unaware of its true capabilities? You have all the makings of a great title agency but you can't take that next giant step. What should you do?

Mandrien's Organizational Transformation will let you avoid the anticipated and unanticipated "growing pains" that often accompany such scaling processes, and to keep middle managers and employees focused on business goals to the maximum extent possible.

The key is technology, outsourcing, automation and process optimization.

*Organizational Transformation will do the following:*

- Reduce labor costs and increase efficiency by further shifting targeted and strategic portions of the business process to offshore teams.
- Optimizing software with meticulous process mapping.
- Creation of orderly communication and escalation channels by, in part, redirecting internal and external communication channels.
- Establishment of a complete "in house" abstracting solution.
- Comprehensive strategy to eliminate title partnering, in whole or in part, with a crystal clear licensing strategy.
- Creation of comprehensive reports which will be the tool for measuring the productivity and overall stability of the title agency in real time.
- Establishment of a business process development team.

*Corporate Culture and Recruiting*

- Middle managers' skills are developed and behaviors are directed toward achieving and exploiting results that the transformation affords.
- Recruiting and interviewing new employees during the scaling process. Key exemplars develop and exhibit collegiality that demonstrates support for and participation in the newly transforming organization thereby sustaining company morale while scaling.

- Group and/or departmental interactions are facilitated and continually honed with weekly departmental group sessions.
- Obstacles presented by systems, procedures, and culture are identified and removed as appropriate.
- Creating employee ownership of the process (they are part of the solution, not the problem).
- Determining who the key sponsors and influencers of the transformation are, and preparing them accordingly through feedback and coaching (ie pep talking).
- Analyzing effects on and making appropriate changes in processes such as a reward system, performance evaluation system, recruiting and placement practices, communications channels, and structure.

Among the business indicators that demonstrated Mandrien has succeeded in meeting those objectives are:

- Operational objectives as indicated above are introduced in a synergistic fashion.
- Evidence that people are focused beyond merely getting the process working toward getting it working to a degree which constitutes success. (It's not just running, it's running the way it should be running, like a fine tuned machine.)
- There is group approval, and a lack of cynicism; the initiatives show multiple sign-offs and excitement from diverse team members.
- Productivity accelerates at a high rate thereby achieving more, with less human resource as will be evidenced by objective reporting and subjective anecdotal conversations with managers.
- Successfully eliminating workshare and becoming licensed in all requested states.
- Performance standards are improved as demonstrated through metrics established in mutually agreed upon reports.
- Error rate diminishes exhibited by lower expenditures for employee "mistakes".
- Revenue and profit improvements are established and sustainable at the end of the scaling process as will be measured by the profit and loss statements provided on a monthly basis.
- Continuing development of a coordinated business process with establishment of the Business Process Development Team including the network administrator, Operations Managers, and designated process oriented individuals who will "surface" during the project.
- Risks of failure minimized and opportunities maximized through quality assurance protocol.
- Controlled transition with positive behavior modification, conflict resolution, and minimal disruption to ongoing operations
- Rewards, measurements, and consequences aligned to jobs, skills, behaviors, and culture.
- Finally and most importantly, an organic system documented to transfer these competencies to your company for managing future initiatives and further scaling as deemed appropriate over time.

For more on HOW Mandrien will do this for you in a comprehensive bullet proof manner contact Rusty Solomon, Director of Strategic Services, for a complete analysis of your companies' transformation into the world of efficiency and Continuous Improvement.