

# Genworth Mortgage Insurance Customer Consulting

Maximize Efficiency, Improve Quality and Enhance the Customer Experience

In today's mortgage environment, business challenges are continuously changing. Let us help you manage that change more efficiently with streamlined processes, capacity for growth while retaining your best employees at the same time.

## How We Can Help Meet Your Challenges

We have combined our own best practices with those from some of the world's most successful businesses to develop an unmatched approach to productivity and profitability. We offer unique ***problem solving approaches***—including GE's Work-Out™, Change Acceleration Process (CAP) and Six Sigma Quality tools and methodology—to select business partners. Plus, we provide ***the coaching to apply them quickly and effectively*** to solve business problems.

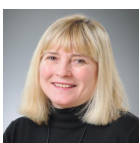
### Tools and Coaching

- Aligning Tactics with Strategy
- Analyzing Processes and Addressing Problems
- Designing and Implementing Optimal Processes - Change Management
- Establishing Process Measurements and Controls

### Best Practices

- Process Alignment - Mortgage Industry and Genworth Guidelines
- Quality - Reduction in Loan Defects
- Enhanced Customer Experience
- Targeted Problem Solving
- Technology Implementation

For information about our services and availability, please contact your Genworth Sales Representative or contact one of our Six Sigma Certified Customer Consultants.



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*Let's help someone buy a house today.*

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