

Appendix A

Summary of Improvement Opportunities

This Appendix summarizes the improvement opportunities identified by the Financial Partners Channel process workgroups. While the process work groups' opportunities focused on processes by specific organization area, the recommended solutions focus on best practice areas to provide an overall FP Channel perspective. It is important to develop recommended solutions which cross organizational boundaries to focus on a given process from initiation through conclusion rather than on specific activities and tasks in isolation. Because of the interconnection between the work groups' functional responsibilities, several of the improvement opportunities were identified by more than one work group and have been consolidated in this section.

The improvement opportunities are summarized in Table II.1 by the following functional categories:

- Financial Transactions and Cash Management
- Performance Management
- Customer Relationship Management (CRM)
- Knowledge/Document Management
- Contract Management

**Table II.1
 SUMMARY OF FP CHANNEL IMPROVEMENT OPPORTUNITIES**

Best in Practice Area	#	Improvement Opportunity	Opportunity Descriptions	Functional Areas Affected
Financial Transactions and Cash Management	1	Develop and implement Electronic Forms and Funds Transfer via FTP and Web-based applications	<p>Implement FTP for large lenders and Web forms for small lenders. In the short term, this may be accomplished through modifications of the current system.</p> <p>Provide up-to-date web-based fee and payment reports to improve communications and ongoing relations with financial partners.</p> <p>Develop edit checking at the data input source; provide online help at the point of need; reduce data entry (and potential for errors) for ED</p>	GA and Lender Payments Oversight & Technical Assistance
Financial Transactions and Cash Management	2	Expand processing and oversight of SallieMae Fee	<p>Add Audit Feature to Oversight on an Annual Receipts of \$60-70 Million to ensure integrity of data and timely payments from SallieMae</p> <p>Implement payment processing via the web for SallieMae Fee</p>	GA and Lender Payments Oversight & Technical Assistance Contract Management Program Development
Financial Transactions and Cash Management	3	Re-categorize FISL Portfolio	<p>Payoff the FISL program</p> <p>Eliminate from 1207 form</p>	GA and Lender Payments Contract Management Program Development

Best in Practice Area	#	Improvement Opportunity	Opportunity Descriptions	Functional Areas Affected
Performance Management	4	Develop standards and benchmarks for GA, Lender and Servicer performance review criteria, which is consistent with regulatory compliance, SFA priorities and risk models.	Coordinate the development of standard performance review criteria with the risk model development to ensure that reviews are selected and conducted consistently to provide input into trend analysis for SFA financial impact and exception processing. Such factors include: size of portfolio and performance criteria (e.g., error rates and claims volume)	GA and Lender Payments Oversight & Technical Assistance Contract Management Program Development
Performance Management	5	Establish a common database to provide easy access to the required information, with appropriate access to both internal and external financial partners	Develop an integrated database to provide: <ol style="list-style-type: none"> 1. The reviewers with easy access to the GA and Lender population demographics for consistent review sampling and scheduling across regions that are consistent with risk model criteria. 2. The reviewers with easy access to the existing data (e.g., NSLDS, FFEL, PEPS, etc.) to obtain timely and consistent GA, Lender and Servicer performance data In preparation for the reviews. 3. The reviewers and other functional areas to access review results for appropriate reporting and analysis (e.g., Financial Transactions Group and Analysis and Oversight Group). 	GA and Lender Payments Oversight & Technical Assistance
Customer Relationship Management	6	Develop and implement a Customer Relationship Management (CRM) system to provide a single point of contact for queries and complaints.	Develop a Customer Relationship Management system that will provide a single entry point of communication with the SFA FP Channel that incorporates all media of interaction, including telephone, email, fax, letters, etc. from Financial Partners (e.g., Guaranty Agencies, Lenders, Services, Borrowers, etc.)	GA and Lender Payments Oversight & Technical Assistance Contract Management Program Development

Best in Practice Area	#	Improvement Opportunity	Opportunity Descriptions	Functional Areas Affected
Customer Relationship Management	7	Develop a Customer Contact tracking system that links to the Customer Relationship Management system to provide a mechanism for logging and tracking queries by source, topic, type and response.	Establish a tracking system to log queries and complaints and their associated responses to: 1. Provide a centralized entry and retrieval of questions and answers for more consistent responses 2. Track queries and complaints by type, volume, turnaround time, etc. Link the tracking system to the web site to provide a mechanism for ePublishing of pertinent information and FAQs.	GA and Lender Payments Oversight & Technical Assistance Contract Management Program Development
Knowledge Management	8	Establish a common database within the FP Channel to provide easy access to the required information, with appropriate access to both internal and external financial partners	Coordinate efforts with the data warehousing project to ensure that the data required by the SFA FP Channel is incorporated into the data warehouse and can be accessed by the FP Channel members, including both SFA as well as GAs, lenders, servicers, etc.	GA and Lender Payments Oversight & Technical Assistance Contract Management Program Development
Knowledge Management	9	Establish or re-establish routine internal communications within and across FP Channel functions to ensure timely dissemination of information and provide a forum for new ideas.	Identify and establish a schedule for routine meetings, conference calls and newsletters to ensure that information is communicated across functional areas, particularly remote locations.	GA and Lender Payments Oversight & Technical Assistance Contract Management Program Development
Contract Management	10	Revise the Contract and Task Order processes to coordinate development of requirements, contractual performance measures, contract maintenance and vendor payments across functional areas	Coordinate efforts between Contract Management and Financial Transactions groups to verify vendor performance prior to payments. Incorporate performance-based criteria into vendor payments for future contracts.	GA and Lender Payments Contract Management