

A Public Records Research Provider's Quick Guide

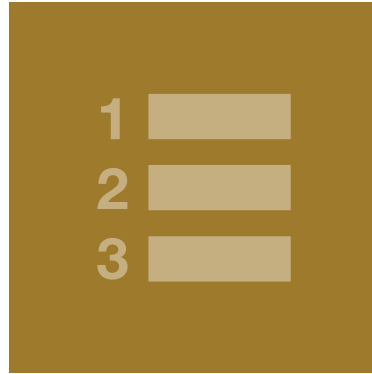
OPTIMIZING YOUR SUPPLY CHAIN

(a.k.a. Getting Out of Fire Drill Mode)

YOUR GOALS



Reliability



Predictability



Consistency



Scalability

QUALITIES ↗ OF AN EFFECTIVE SUPPLIER



Manage to Key Performance Indicators (KPIs)

- TAT (Speed)
- Accuracy/Quality
- Hit Ratio



Manage with Metrics & Standards

- Daily Dashboard
- Structured Training Program
- Standard Work Instructions
- Standard QC/Proofing Process
- Daily Researcher Performance Monitoring
- Supplier Quarterly Report Card
- Root Cause Investigations

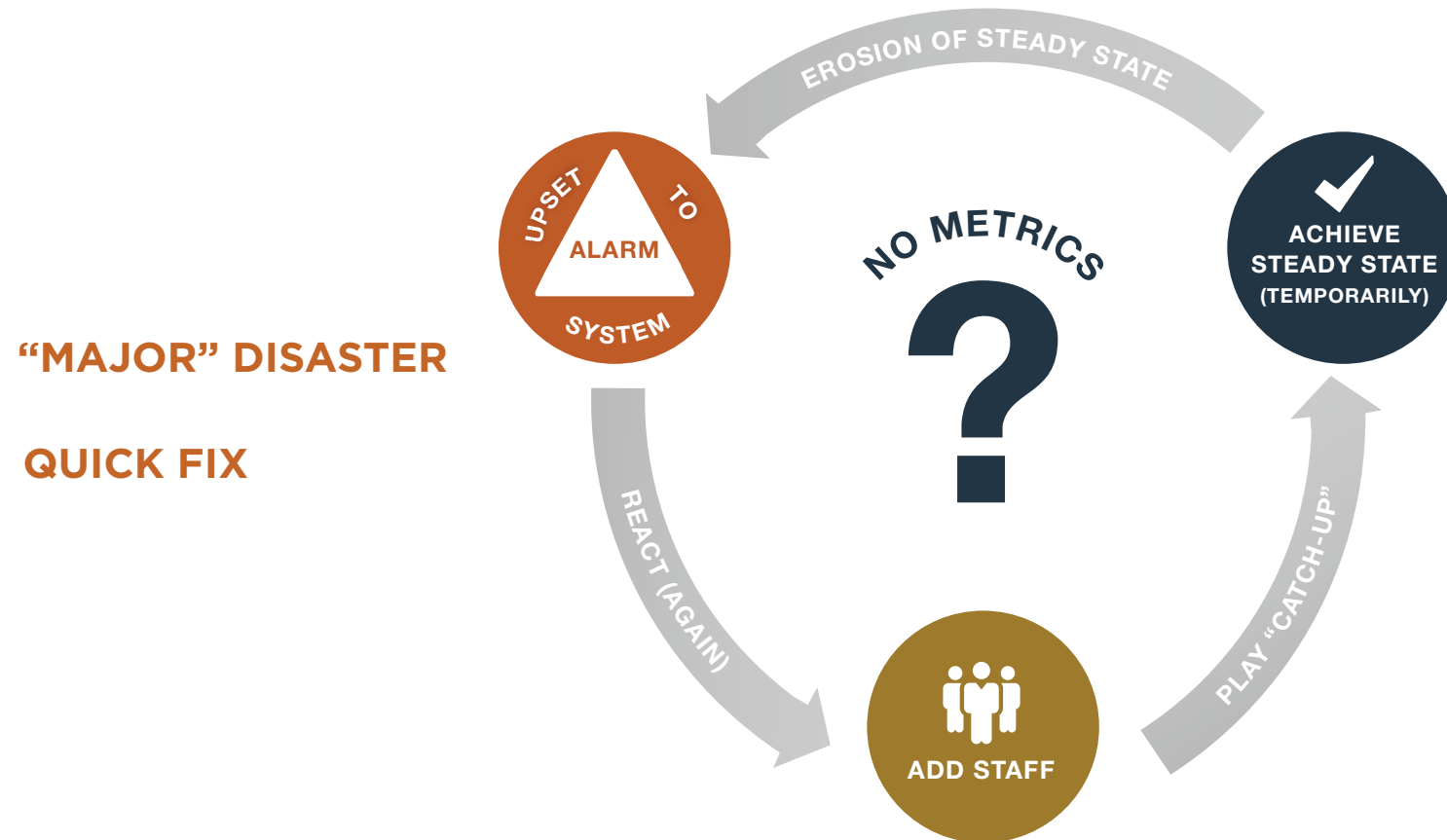


Maintain Steady State

- Analyze
- Control
- Improve
- Predict

GO FROM THIS...

Reactive - Due to only treating symptoms.



RESULT:

TACTICAL (always looking in the rear view mirror)



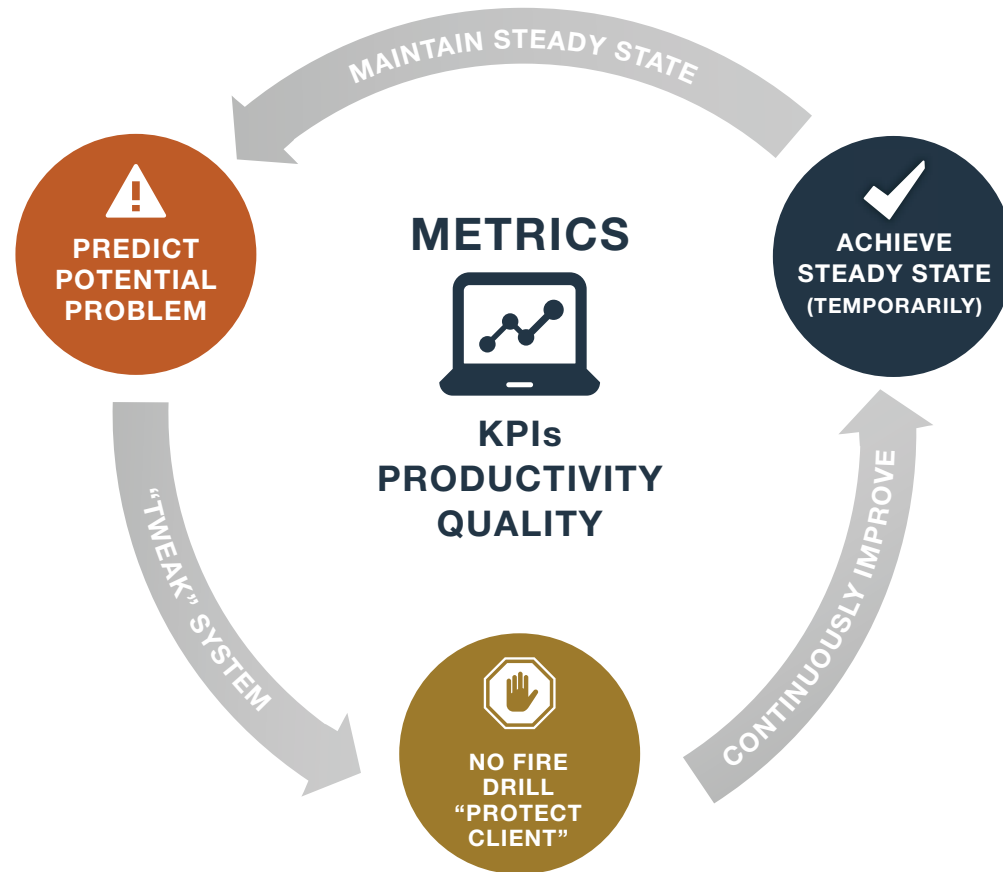
QUESTIONS:

“Why does this continue to happen to me?”

“Why don’t I ever have time to do my job?”

...TO THIS

Proactive - Analyze trends continuously in real time.
Correct metrics predict potential upsets.



RESULT BECOMES:

STRATEGIC

"Now that I am not fighting fires,
I have time."



QUESTIONS BECOME:

"How do I continue to improve...?"
TAT, Service, Quality, Cost



Does your public records research provider make your business more
RELIABLE, PREDICTABLE, CONSISTENT, and SCALABLE?



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