

## **Quality Measurements on Hyperion**

### **Standard #1**      DATE OF LAST ASSOCIATE MEETING (**new measurement**)

Enter the date of the most recent “all-associate” meeting for your office. An “all-associate” meeting is defined as an organized meeting in which all associates in the company attend; should be at least quarterly.

### **Standard #1**      DATE OF LAST CUSTOMER EVENT (**new measurement**) NUMBER OF CUSTOMER EVENTS & ATTENDEES (**new measurement**)

Enter the date of the most recent customer event held in your office. This could be an organized marketing/social event or training session for customers. You will also enter the number of customer events and number of attendees.

### **Standard #2**      DATE OF LAST CUSTOMER LIST PROVIDED TO ASSOCIATES (**new measurement**)

Enter the date of the most recent customer list provided to all associates in your company. All associates are to be provided with an updated list of current and prospective customers regularly.  
Example date: mm/dd/yy

### **Standard #3**      MARKET SHARE (**existing measurement on P&L**)

### **Standard #4**      DATE OFFICE APPEARANCE LAST COMPARED TO A COMPETITOR (**new measurement**)

Enter the most recent date you have compared your offices’ appearance to your competition.  
Example date: mm/dd/yy.

The following activities may be counted as office comparisons:

1. Compare office signage for visibility, attractiveness, wear and tear, etc.
2. Compare external office appearance – paint, cleanliness, well groomed lawn, litter, etc.
3. Compare internal office appearance – carpet, walls, furniture, odor, welcoming, clean, etc.

### **Standard #5**      COST PER ORDER, COST PER CLOSED FILE (FOR TITLE OFFICE) (**existing measurement on P&L**)

### **Standard #5**      TURNTIME FOR A TITLE COMMITMENT/PRODUCT, TURNTIME TO ISSUE POLICY (FOR TITLE OFFICE) (**existing measurement on P&L**)

**Standard #5**      **ACCURACY (new measurement)**

Accuracy is defined as “the number of defects or rework in a process.” Escrow losses or claims are an indicator that there was an inaccuracy in the file. Examples would be missed taxes, payoff shortages or a claim.

Formula:                      Hyperion will calculate Line 29 (Escrow Losses) and divide by the sum of Line 1 (Title Insurance Fees), Line 2 (Escrow Fees), Line 3 (Abstract Income), Line 5 (Guaranty Premiums) & Line 6 (Reinsurance).

Example:	Line 29 (Escrow Losses)	<u>\$42,792</u>
	Sum of Lines 1-3, 5-6	\$533,469
	Percent Accurate	92 %

**Standard #6**      **DATE OF LAST PROCESS FLOW COMPLETED IN OFFICE (new measurement)**

Each office should process flow work areas and update them at least annually. Enter the most recent date that a process flow was completed or updated in your office. Example date: mm/dd/yy.  
For assistance, contact your region quality coordinator.

**Standard #6**      **DATE OF LAST TECHNOLOGY BUSINESS PLAN (new measurement)**

Each office should have a regularly update the technology business plan. Enter the most recent date that the technology business plan for your company was updated. Example date: mm/dd/yy.

If your office does not have a plan- contact Greg Humphries for the template.

**Standard #7**      **TRAINING HOURS PER ASSOCIATE (new measurement)**

Enter the total number of hours that associates were trained during the month. For example, if a 2-hour training session was held and 10 associates attended, then the total number of training hours for the month would be 20. The final report will show total training hours and training hours per associate.

Formula:                      Hyperion will calculate the number of training hours per associate.  
Total training hours divided by number of associates.

Example:	Training Session A – Hours of session:	2
	Number of Associates attended:	x10
	Total number of hours trained for Session A	20
	Training Session B – Hours of session:	1
	Number of Associates attended:	x7
	Total number of hours trained for Session B	7

**Total number of hours trained for month: 27**  
**REWARDS PER ASSOCIATE (new measurement)**

**Standard #7**

Reward is defined as “to acknowledge associates with tangible gifts to recognize their efforts. Magnificent Service Moment awards; service awards; cash awards; tokens of appreciation, etc.” Record the number of total rewards given out for the month.

**Standard #7**                      **PERFORMANCE REVIEWS (new measurement)**

Performance reviews should be conducted on each associate. Managers should review the manager’s manual for the performance review process. You should enter the number of reviews held this month. This will be a year-to-date measure.

**Standard #8**                      **NUMBER OF CUSTOMER FOCUS GROUP (new measurement)**

A customer focus group is defined as “our customers brought together to an organized meeting to participate in discussions related to improving service, a process or other issues relative to maintaining or improving customer satisfaction levels and business to the company.” Enter the year to date external customer focus group conducted.

**Standard #8**                      **CUSTOMER SATISFACTION RESULTS (new measurement)**

Customer satisfaction results are the results received from an external customer survey. Enter the percent satisfied. The customer segment must be identified.

Ideas: L=Lender, R=Realtor, B=Builder, BS=Buyer or Seller, A=Attorney, S=Supplier

**Standard #9**                      **TECHNOLOGY UTILIZATION – DATE OF LAST TECHNOLOGY BUSINESS PLAN - (new measurement)**

Optimize the use of technology can improve customer service and turntimes. The measure of this is the number of e-orders and e-customers. Enter the number of e-orders on Other Data Schedule A-1. These orders ARE NOT to be subtracted from line 4 (title orders) rather entered as a separate number. The number of e-customers should be entered in the quality measures, Part 2.

The definition of an e-order is as follows: An "Electronic Order" is defined as an order "received electronically from a customer's application, web site or other means where the order is electronically processed and integrated into a production system". For questions contact Darren Ross at [dross@stewart.com](mailto:dross@stewart.com).

**Standard #10**                      **PERCENT PROFIT (existing measurement on P&L)**

**Associate Survey Feedback Sessions:** Under Input Schedules, quality measures, associate survey feedback, enter the date the associate survey feedback session was conducted and the date of any follow-up. Additionally, you should email a copy of the action plan to HYPQUAL. For questions, contact your region quality coordinator or Liz Henshaw in Houston.