



QARAR HEALTHCHECK

The Full Credit Lifecycle Healthcheck with OPIT

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HealthCheck Assessment with Qarar

Qarar's HealthCheck solution has been specifically designed to enable organisations to understand its capabilities across a range of functions and operating pillars. Understanding how you operate versus your regional competitors and global peers is crucial to the development of an ongoing plan for improvement in business performance.

With a focus on credit risk, this diagnostic process assesses specific products, credit lifecycle, or even your entire business, to provide an independent assessment of what you do well and identify areas for improvement based on Qarar's significant regional and global experience.

The Process and Outputs?

Qarar has developed its proprietary OPIT assessment process to ensure that the key areas of Operations, Policy, Management Information Systems, and use of Technology are assessed. The organisation can choose whether to look at the entire credit lifecycle or focus on particular functions (for example new account originations). Similarly, an organisation may wish to focus on a particular consumer product due to specific perceived issues or growth plans.

The process begins with a high level questionnaire, which enables Qarar's consultants to tailor an on-site data and information gathering agenda that is specific to your organisational structure and business needs. The on-site sessions include meetings and interviews with key process stakeholders, and also offer the potential for process shadowing or call listening. Qarar then formulates its findings into a comprehensive report during a typical off-site stage. This report includes an assessment of each function reviewed versus local and regional standards, and identifies areas for improvement. Each opportunity is prioritised based on Qarar's view as to the benefits, implementation costs and complexity. The report is formally presented and discussed with your business stakeholders.

Typical Areas Reviewed

Qarar's HealthCheck can be fully customised to your specific business needs and perceived pain points, but a typical full credit lifecycle HealthCheck evaluates the following areas



Operations

- Organizational structure and the role of Credit Risk
- Organizational risk goals and objectives
- Incentive plans within operational teams
- Processes for delegated lending authorities
- Capacity planning



Policy

- Credit products and positioning within a retail environment
- Credit lifecycle decision points
- How policy is defined and signed-off
- How compliance with policy is measured
- The use of predictive models (scorecards) and how these are developed and monitored



Information

- How the organisation uses MIS to drive its business decisions
- The appropriateness, effectiveness and timeliness of the organisation's MIS
- Specific assessment of MIS versus best in class examples
- The organisation's analytical processes and the degree to which analytics is used to measure and challenge the effectiveness of lending strategies and process



Technology

- Details of existing systems technology and functionality utilised across in the customer credit lifecycle
- Existing account originations workflow and decision technology including integration with internal and external systems
- Credit Limit Management systems and authorisation systems
- Collection systems including the use of auto diallers
- MIS and Analytical systems and software

What are its Benefits ?

We have unrivalled domain experience in analysing credit data, advising and developing credit risk management solutions for lending organisations. The HealthCheck proposition is a tried and tested solution that has helped our clients to:

- Reduce operational expense by fine tuning and developing direct and indirect processes and policies from origination through to recoveries
- Improve customer services with faster turn around and response times
- Identify requirements for a more automated workflow
- Avoid delinquency through better credit decisioning, followed by optimised collections, recovery policies and processes
- Improve MIS and the use of diagnostic and predictive analytics across the credit lifecycle
- Increase profit with improved customer management strategy design and execution
- Increase recoveries via the implementation of a strategic analytical approach to the collections activity for written off portfolios
- Optimise strategy across the Collections/Recovery Portfolio

HealthCheck Advisory forms a critical part of the integrated offering of Qarar's advisory services in the Middle East. We support key stakeholders by formulating best-in-class strategies through the right modelling, policies, approaches, more tools and infrastructure.



Identifying and managing
financial risks is critical to a
successful outcome

Write to us today



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