

Broker-submission readiness - sample DMAIC output

Level 3 boundary: broker submission received -> complete case ready for underwriting assessment.

SYNTHETIC DEMONSTRATION CASE - fictional operating data; not a client result and not a verified live Leanify run.



Measure - breach Pareto

SLA breaches grouped by recorded submission defect.



Mean queue 108.5 minutes vs active processing 69.5 minutes.

Define

Primary Y: turnaround minutes. CTQ: completion within the stated service target.

Analyse - priorities for validation

- Missing claims history may be associated with the largest delay and repair burden; validate by product and broker.
- Incomplete exposure schedules may create repeated clarification loops; validate using repair reason and touch data.
- High-value routing may extend queue time independently of completeness; separate required control time from avoidable waiting.

Improve - controlled tests

- Test broker-facing completeness validation before submission enters the assessment queue.
- Create a controlled exception route separating missing evidence from genuine downstream underwriting referral.

Control

Track first-submission completeness and submission-to-ready SLA weekly by channel and broker.

Illustrative scenario

£21,420 illustrative annual capacity value

1,512 affected cases avoided or shortened
630.0 capacity hours

Inputs: 18,000 annual submissions; 40% affected; 30% reduction; 70% adoption; 25 minutes saved; £34/hour. Evidence status: synthetic. Metric class: illustrative scenario.