**LA 5-1:  Explain how you might create at least 4 Critical Success Factors for the process you chose for your Week 8 Assignment**

**Response 1:**

My week 8 assignment entails improving communication between underwriting and sales staff during the loan/application process.

I would think about what CSF’s align with our mission. Our mission is to understand what is important to our customers and offer them financial solutions that meet their unique needs.

Some CSF’s I came up with are:

* Deepen/build upon existing customer relationships
* Earn new business
* Stay trained and up to date on internal & external regulations/guidelines
* Maintain open communication between underwriting and sales staff
* Offer competitive rates
* These are critical to meeting the needs of our customers.

**Response 2:**

4 Critical Success Factors – Developing Monthly Spend Plan

1. Maintain customer satisfaction rate

* Showing the government customer how and where we are spending money
* Providing an accurate budget for the remainder of the period of performance
* Happy customer means better relationships between government and contractors

1. Provide top quality training for all program analyst

* Encourages team members to be knowledgeable in all aspects of their position
* Ensures communication between management and staff

1. Provide Accurate Invoice Statements to Gov’t

* Presents where each “pot” of money is going on a certain project
* Develops a spend down plan when entering the final months of the period of performance

1. Developing an Online Portal

* Help to make invoices and other documents easier to access
* Helps to reduce redundant processing