

# Seven Steps

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## to Performance-Based Acquisition

 


### VA's Statement of Objectives

VA expects to improve its current loan servicing operations through this task order in several ways. Primary among these is to increase the number and value of saleable loans. In addition, VA wants to be assured that all payments for such items as taxes and insurance are always paid on time. As part of these activities, the VA also has an objective to improve Information Technology data exchange, improving VA's access to information on an as needed basis and improving VA's ability to meet customer needs and to respond to auditors' requirements.

Complementing the effort to accomplish these three objectives, two other equally important goals of VA are: to increase the fiduciary controls and reports in such areas as daily reconciliations, application of cash, and Treasury guideline requirements; and to improve default management activity in such areas as pursuing and documenting all loss mitigation tasks and related borrower communication efforts up to termination of a loan. This includes taking special forbearance actions where appropriate for disabled veterans.

Consistent with the improved activity and interface with borrowers for default management, VA has an objective to improve overall customer service by increasing responsiveness and customer contact, and minimizing customer complaints.

As building blocks for these objectives, VA's objectives also include increasing the efficiency of all portfolio activities, the accuracy of loan servicing information, and the timeliness and flexibility of recurring and ad hoc reporting. In addition, a basic building block objective is to substantially improve loan file information, including accuracy, completeness, and currency.

Finally, VA has an objective to have active, verifiable quality control and audit procedures that will provide an accurate assessment of performance objectives, their measures, and how well they are indicating the quality of service being provided and being used to actually improve service to VA.

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### Seven Steps

- 1 Establish the team.
- 2 Describe the problem.
- 3 Examine private-sector & public-sector solutions.
- 4 Develop PWS or SOO.
- 5 Decide how to measure & manage performance.
- 6 Select the right contractor.
- 7 Manage Performance.

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