

## **Project Documentation: Loan Origination & Approval System**

### **Phase 1: Problem Understanding & Industry Analysis**

**Objective:** To define the business problem, identify key stakeholders, and design a high-level solution by mapping the existing and proposed business processes.

#### **Key Activities & Outcomes:**

1. **Problem Statement Definition:** We defined the core challenge: a manual, inefficient loan process reliant on spreadsheets and emails, leading to slow processing times, a high risk of errors, and no management visibility.
2. **Stakeholder Analysis:** We identified the primary users and their needs:
  - **Loan Officers:** Need an efficient way to capture applications and track progress.
  - **Credit Officers & Managers:** Need a structured workflow for reviewing and approving applications.
3. **Business Process Mapping:** We designed the "To-Be" automated workflow that serves as the blueprint for the entire application.

#### **Supporting Evidence: The "To-Be" Workflow Diagram**

[Start] -> Application Creation & Validation -> Document Upload -> Submit for Approval (Record