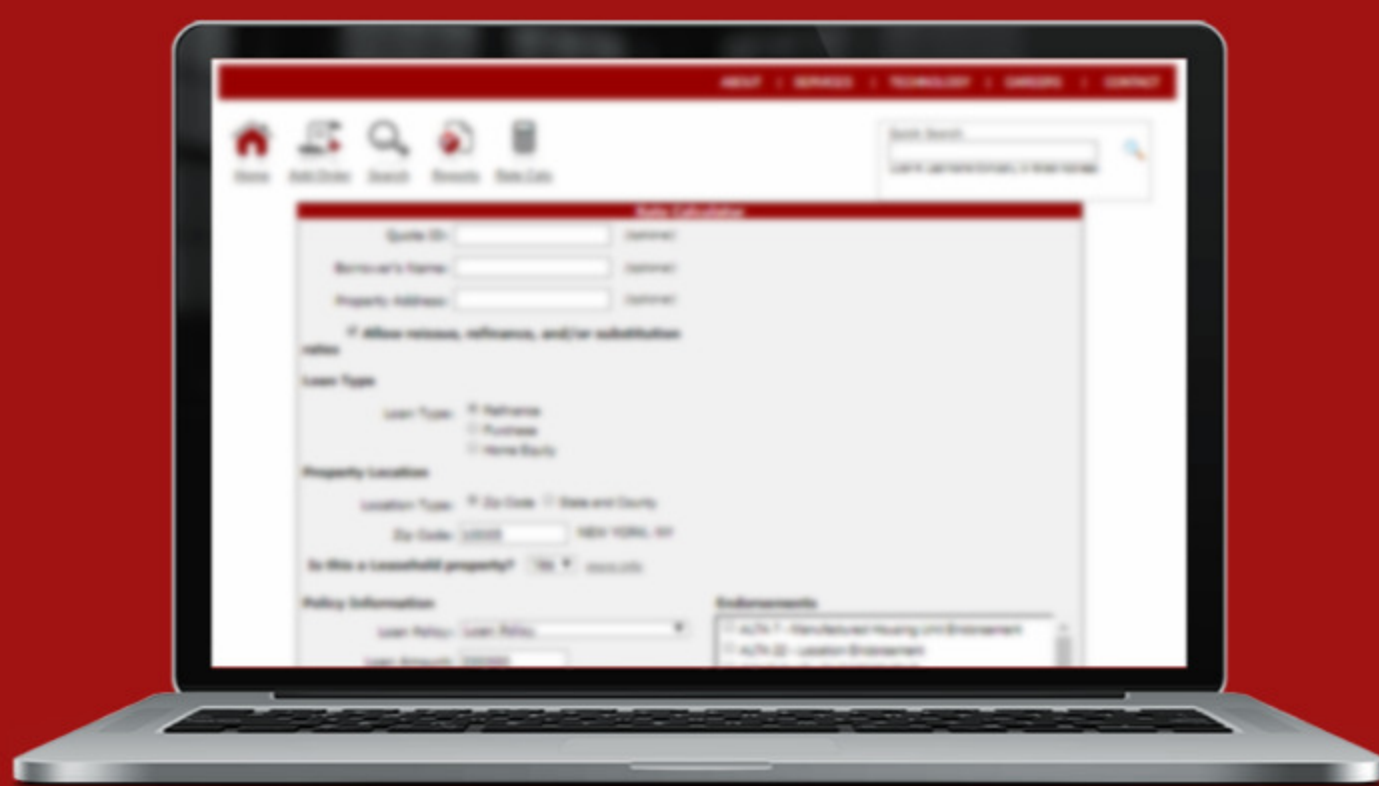# Quality Assurance Client Fee calculator

Introduction

The current Rate & Recording Fee Calculator used by one of our Mortgage client was cumbersome and does not have all the functionality required to properly interface with the Ernst program, which is resulting in recording fees and taxes not being properly collected from the borrower during loan closing.
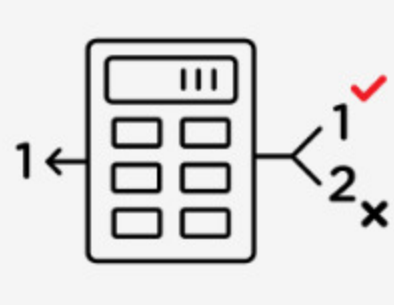
Challenges

The current Rate & Recording Fee Calculator used by one of our Mortgage client was cumbersome and does not have all the functionality required to properly interface with the Ernst program, which is resulting in recording fees and taxes not being properly collected from the borrower during loan closing.

Incorrect fee calculated -Inaccuracy

Supporting only 1 Dead at a time

Loosing end user's trust as well as revenue

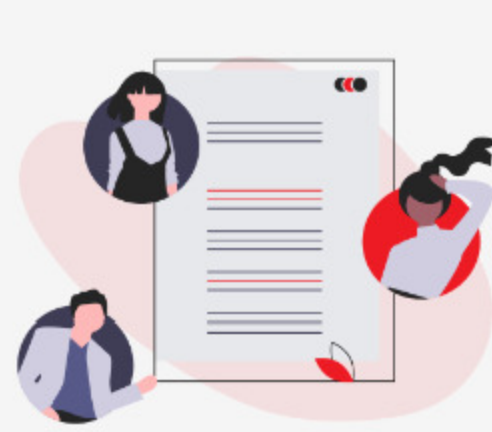Complex calculations, inflexible to maintain

Our Approach

Define

Measure

Analyse

Improve
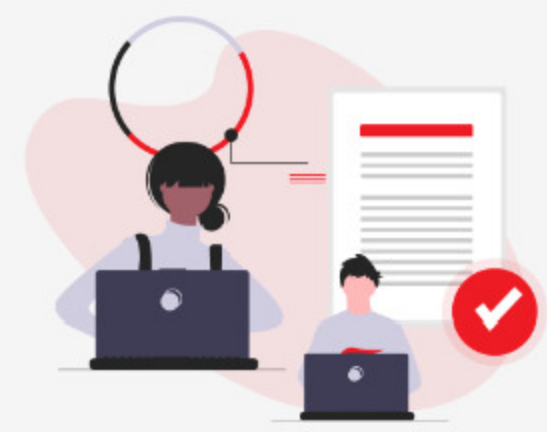
Control

Solutions Implemented

Clearly Defined and Measured the problem with its impact analysis

Collaboration with BA's ,Developers and client stakeholders to gather all technical specifications.

Designed and Implemented Keyword Driven framework-created automation script using SELENIUM.

Extensive UAT Cases to verify the proposed tool.

Impact Delivered

Before	After
95% Accuracy	99.9% Accuracy
Complex Code – Low Productivity	Well Designed Code – High Productivity
Probability of revenue & Credibility loss	No probability of revenue & Credibility loss
Hard to Maintain	Easy to Maintain
Change request – Partial	Change request – Welcome