QUICKEN LOANS
ENGINEERED TO AMAZE!

BILL MIRZA – TEAM LEADER
ABOUT US – QL HISTORY

• Founded in 1985 by Dan Gilbert (formerly Rock Financial)

• Nation’s largest online retail mortgage lender

• 3rd largest overall retail home lender

• Part of Rock Family of companies
ABOUT US - DETROIT

- Summer 2010 – Moved headquarters and 1,700 team members to downtown Detroit

- Today – 10,000 team members in the D

- Remote team members

- 1000 summer interns!
AWARDS? YEP!

QUICKEN LOANS WAS NAMED #1 IN COMPUTERWORLD’S BEST PLACES TO WORK IN IT

TDWI BEST PRACTICES AWARD 2013

J.D. Power and Associates ranks Quicken Loans "Highest in Customer Satisfaction for Primary Mortgage Origination"
WORK HARD!  PLAY HARD!
WORK HARD!  PLAY HARD!
WORDS MATTER

We don’t have “employees”
WORDS MATTER

We have “Team Members”
WORDS MATTER

We don’t have “managers”
WORDS MATTER

We have “Leaders”
## OUR CULTURE – ISMS

**ISMs**

The ideals we live by at Quicken Loans and at every one of our family of companies. They have a lot more to do with who we are than what we do.

<table>
<thead>
<tr>
<th>Always raising our level of awareness</th>
<th>The inches we need are everywhere around us</th>
<th>Responding with a sense of urgency is the ante to play</th>
<th>Every Client. Every Time. No Exceptions. No Excuses.</th>
<th>Obsessed with finding a better way.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ignore the noise.</td>
<td>It’s not about WHO is right, it’s about WHAT is right.</td>
<td>We are the “they”.</td>
<td>You have to take the roast out of the oven.</td>
<td>You’ll see it when you believe it.</td>
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<tr>
<td>We’ll figure it out.</td>
<td>A penny saved is a penny.</td>
<td>Numbers and money follow, they do not lead.</td>
<td>We eat our own dog food.</td>
<td>Simplicity is genius.</td>
</tr>
<tr>
<td>Innovation is rewarded. Execution is worshipped.</td>
<td>Do the right thing.</td>
<td>Every second counts.</td>
<td>Yes before no.</td>
<td></td>
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</tbody>
</table>
SOME OF OUR FAVORITE ISMS

Obsessed with finding a better way!

You Apply

We review your credit

MySQL Account

Underwriting

Closing
SOME OF OUR FAVORITE ISMS

We are the “They”
SOME OF OUR FAVORITE ISMS

Every Client. Every Time. No Exceptions. No Excuses.
SOME OF OUR FAVORITE ISMS

Innovation is Rewarded. Execution is Worshipped.
SOME OF OUR FAVORITE ISMS

The inches we need are everywhere around us!
IDEAS – CHEESE FACTORY
IDEAS – CHEESE FACTORY

- An idea hub, for all team members to submit their suggestions
- Vetted out by a team of Idea Consultants
- Reviewed by Business Partners
- Team members can win awards and recognition for the ideas that get implemented
INNOVATION – BULLET TIME

Innovation is rewarded.
Execution is worshipped.
INNOVATION – BULLET TIME
INNOVATION – BULLET TIME

• Every Monday afternoon from 1pm to ???

• Three Rules
  • Something that can benefit our family of companies
  • Not related to your day to day work
  • Don’t work on production environment
  • Have fun (unofficial and obvious rule)
INNOVATION – BULLET TIME

• **QRide**
  - Shuttle tracking app for those team members that are parked in one of Detroit’s 20+ garages

• **QRoom**
  - The ability to scan a QR code and get an up-to-date schedule of that meeting room

• **NorthStar**
  - A navigation app designed for guests and team members, to help navigate to one of our 250+ meeting rooms
INNOVATION – APP ATTACKS

• Business leaders present IT Team Members with a “challenge”

• Teams compete to find the best solution to that challenge

• Winning team gets prizes and bragging rights

• Best parts of all solutions are combined into an AMAZING final product
THANK YOU!

@QLTechnology

What questions do you have?