



The Newsletter for AIU

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WITH AN EYE ON PRODUCTS, PROCESSES AND TECHNOLOGY

Message from Nicholas Walsh

Welcome to the premier issue of **AIUeye**. This e-newsletter has been created to disseminate information regarding AIU's latest efforts in operations and process improvements. Reaching employees around the globe is a challenge for AIU. I know this newsletter will serve as a quick, efficient, and convenient way to communicate with countries. This issue features an article explaining the AIU Performance Management Program (PMP) methodology, along with commentaries about projects currently underway and more detailed information regarding the Global Reinsurance Project (GRIP) and the Multinational Account Reengineering Initiative (MARI). Future issues will focus on different countries and people throughout the AIU world. I hope you enjoy **AIUeye** and feel free to forward it to your colleagues.

Next Issue:

AIU PMP Project Updates:

- ▶ UK
- ▶ France
- ▶ Thailand
- ▶ South Africa
- ▶ Singapore

Multinational

Global Reinsurance

Multinational Account Re-engineering Initiative

AIG Says Yes to MARI

In 2001, AIG's worldwide general insurance operations generated over \$ 1.1 billion in premium insuring clients who required a producing office to issue one or more policies through other AIG/non-AIG companies. [Read more...](#)

Global Reinsurance

AIU Gets a GRIP

AIU and DBG have combined forces to address the myriad of reinsurance issues currently facing both groups. [Read More...](#)

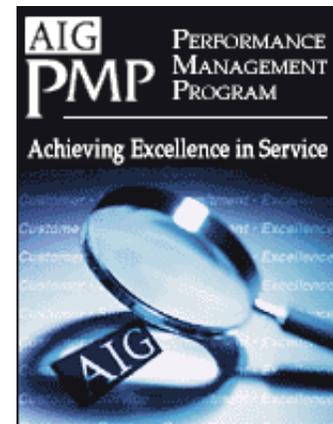
Operations

PMP – Process Improvement Methodology

AIU has embraced the process improvement methodology of Performance Management Program (PMP) that began in the Domestic Brokerage Group and today continues to impact all areas of AIG, both domestic and international. [Read More...](#)

The Business of Operations

The culture of AIU is defined by individual profit centers targeting specific lines of business. [Read More...](#)



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