

PMP

Update

Global Reinsurance

This initiative was established to provide more consistent reinsurance services and to ensure efficient and effective business process and system strategies. Four key projects have been identified by the domestic companies:

- **Reinsurance Rules, Procedures, Training** - establish/update profit center reinsurance business rules, procedures and distribution, prepare foundation level training program and rollout via the intranet
- **Cover Note / Certificate Procedures** - establish/update ownership and standard procedures and identify a central contact point for circulation of information and issue resolution
- **Inspected By Process: Booking and Coding** - implement an "inspected by" process with measurable improvement indicators to monitor reinsurance coding, compliance, accuracy, and documentation
- **System Feasibility Analysis** - determine synergies of the strategic claims initiative and the strategic reinsurance initiative, size the effort to consolidate reinsurance reporting systems

Metrics Compliance Reporting Group

One of the fundamental principles to Six Sigma improvement is measurement. PMP tracks various metrics to evaluate the success in meeting critical customer requirements and to measure process performance.

Policy Issue Compliance and Inventory results are now reported for Wilmington (MOREFAR) and SBUC, Berkeley Heights. In addition, data for quality, policy issuance compliance, inventories, reinsurance, endorsements, sales and marketing, and fusion reporting metrics are also available. Contact John Laffler for more information (john.laffler@aig.com).

The Group also completed the design, implementation and deployment of the Fusion "Inspected By" Checklist Questionnaire. The questionnaire will enable Fusion personnel to record a variety of DMS booking, billing and compliance information on a contract level. Reports were also developed for the current release version. The next enhancement will program the checklist directly into the Work Tracking System (WTS 4.0).

The Performance Management Program was implemented to emphasize continuous improvement in service delivery, quality and process consistency. PMP Update is published once a month and contains information relating specific quality initiatives currently being worked on by quality improvement teams within AIG. For more information, please visit the PMP intranet site (<http://aignet.aig.com/pmp>) or call 212-770-7135.



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