

APPENDIX L



Operational Efficiency

Please complete the survey and e-mail your response to bu-sec@berneunion.org.uk by:
Friday 19 March 2004.

Member Name

1. Have you been encouraged by your customers to provide better customer service?

 Yes No (go to 3.)

2. In which areas has improved customer service been requested?

- Information requirements for applications
- Documentation for application processing e.g. volume & depth of info required
- Speed of application processing
- Speed of decision making
- Speed of claims processing
- Possibility of online applications
- Availability of staff to answer questions
- Case sensitive information
- Availability of website information & assistance
- Availability of a call center
- Availability of regional offices
- Other; specify

3. Describe any operational efficiency measures/metrics that you have recently introduced: (if none, go to 6.)

For example: Do you have case processing turnaround deadlines?

4. Describe the steps that you have undertaken in order to meet these measures/metrics:

For example: Have processes been modified for improvement?

Have you adopted IT systems?

Have you reorganised?

5. Describe any measurement of your performance that you have based on the adopted measures/metrics?

What were the results and how were they obtained?

If no, why not?

6. If you have not introduced any measures/metrics, describe what you may be considering in the near future:

7. Do you survey your customers on your levels of customer service?

If so, how often?

How have the results compared with your internal measurement of performance?

8. Do you receive complaints about your response time?

Yes

No

Rarely

Occasionally

Frequently

Very frequently

Can you estimate the amount of "lost exports" due to slow response times?

9. What is your approach towards balancing the need for quality (eg sound underwriting, adherence to policy etc.) with the need for faster responses on applications?

Thank you for your time.