

Value and Performance Drivers based on the Claims Service and Process Flow example

ServiceFlow	Claims Value Drivers		Claims Performance Drivers	
#	Competency Name	Critical Success Factors	Activity Name	Key Performance Indicators
1	Customer Services	Improve Information Management	Perform Initial Review	Claims by Product Line
2		Improve Customer Satisfaction & Loyalty	Discuss with Claimant	Number of Rejected Claims
3		Reduce Cost Of Insurance Policies handling	Create "Loss Notice"	Value of Initial Loss Assessment
4		Reduce Claims Administration Costs	Prepare Rejection Notice	Rejected Claim
5		Reduce Cost Of Insurance Policies Sold	Prepare Settlement Notice	Average Premium per Policy
6		Reduce Claims Administration Costs	Enter Reply	Response Time
7	P&C Claims Handling	Improve Customer Interaction	Validate Customer	Escalated Calls
8		Improve Information Management	Validate Policy	Policy retention
9		Improve Responsiveness	Log Status	% overdue claims
10	P&C Operations Support	Improve Customer Interaction	Perform Detailed Review	Average Time taken
11		Reduce Claims Administration Costs	Create Claim	Processing Time
12		Improve Customer Interaction	Assign Investigator and Adjuster	Accepted Customers
13		Reduce Cost Of Insurance Policies handling	Log Status	Total Claim Amount
14		Reduce Cost Of Insurance Policies handling	Cut Check and Close Claim	Inforce Premium
15		Reduce Cost Of Insurance Policies handling	Log Payment	Claim Amount