

BPI Success

Our BPI project was a clear success and measured by over-delivery of all its targeted benefits within budgeted cost and ahead of time. Congratulations to David Scott and the team for a job well done. I'd like to record my appreciation and congratulations to all on a job well done. We have driven out annualised cost savings well ahead of our plan.

Qualitatively we have improved the customer experience by eliminating work, backlogs and streamlining processes such as teleclaims which have improved our customer satisfaction scores.

We have improved our organisation capability by managing to operational KPIs, setting more ambitious performance targets and up skilling management by training in Performance Management techniques.

We've set an expectation of high standards of operational performance and something that benchmarks well in our market."

**MD – Specialist Insurer
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