



Yearly review — 1,442 hours and a contract won

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Timesheets and rework log · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The figure that does not flatter the agent sits in the same table as the others, followed by its measured cause and by what corrects it.**

The three items measured

Item	Before	After	Hours given back
Building the compliance file	65 % — 221 h per launch	8 % — 27 h	1,164 h across 6 uses
Checking traceability	40 % — 16 h per review	5 % — 2 h	168 h across 12 reviews
Reviewing role-based access	35 % — 62 h per half-year	4 % — 7 h	110 h across 2 reviews

Item	Before	After	Hours given back
Total	—	—	1,442 h, eleven months of one full-time person

Where the hours went

Destination	Change	Source
Exception analysis and advice to the business	+44 %	Compliance department timesheets
Third-party administration tenders	+2 responses, 1 won	Declined last year for want of producing the hosting file in time
Annual fees of the contract won	€210,000	The only figure in this review that shows on the income statement
Audit preparation	–27 controller days	File maintained continuously

The figure that does not flatter the agent

Finding	Volume	Measured cause	What is done
Claims reworked on substance, first half-year	218 out of 4,100 — 5.3 %	171 concerned policies whose amendment in force lived with the broker rather than in the document management; 47 were situations with no precedent	Any missing amendment triggers a request the same day; the claim waits for the document
Second half-year	39 out of 4,460 — 0.9 %	Not one rework comes from a missing amendment any more	The 47 unprecedented situations become indexed cases

The framework measures

Indicator	Year
Decisions about a member signed by a professional	8,560 out of 8,560
Automated decisions	0
Out-of-role access across 4.7 million actions	0
Transfers outside the European Union	0

The calculation page fits on one side: three effort lines, two lead times, one revenue figure. Given to the directors with the notice of meeting, it is discussed better than a figure discovered in session.

For the insurer to settle

Date of the board meeting at which the review is presented: _____

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