

## Business Process Management

# Quality Assurance Solution | Retail

## Maintaining Quality Servicing

The insurance industry is complex and fraught with an abundance of data, administrative tasks and processes. Inaccuracies and inefficiency can directly impact your bottom line. By proactively identifying mistakes during processing, you'll be able to take remediation steps to improve your processes and significantly reduce time and cost, and most importantly your risk of E&O.

## ReSource Pro Quality Assurance

ReSource Pro's Quality Assurance solution creates an internal audit to identify mistakes for the purpose of assuring a quality product for your customer, and to help identify areas of operational improvement and employee development. After we complete an internal review, you will have management summary reports that provide valuable information including categorization of error type, by whom and for which program.

## What We Do

We build on our extensive Quality Assurance experience and customize the process to fit your needs.

### 1. ESTABLISH PARAMETERS

We'll set up a checklist to focus on compliance to your business standards and any specific areas of concern.

### 2. REVIEW

We'll check system entries and validate your data, to identify variations in documentation or deviations from acceptable practices.

### 3. REPORT

You'll be provided a complete list of inaccuracies or inconsistencies with detailed information.

### 4. PEER REVIEW

Together with your staff, we'll review processes and identify areas for improvement.

### 5. OPTIMIZATION

We'll help you optimize the internal processes we handle on your behalf.





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### Here's Why It Makes Business Sense

**MITIGATE E&O RISK** – accuracy and consistency helps you avoid or defend E&O claims. This process helps you find errors before they happen.

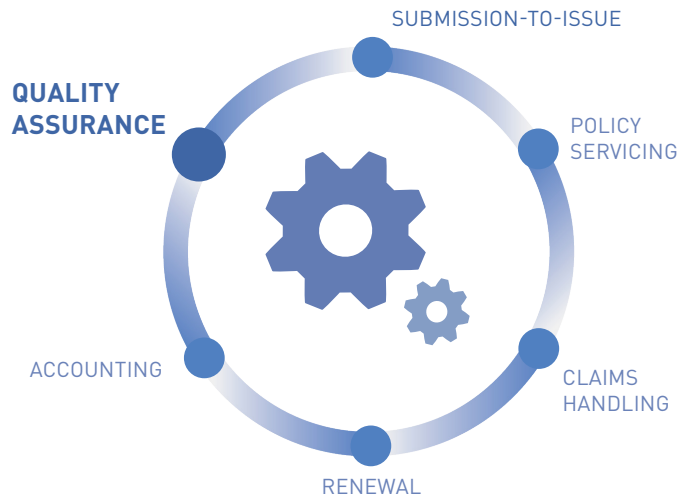
**EMPLOYEE DEVELOPMENT** – creates visibility into training opportunities for your staff.

**MANAGEMENT METRICS** – provides you with a quantitative basis on which to evaluate staff performance.

**IMPROVED MORALE** – creating a fair and balanced process supports employee acceptance of evaluations and gives you the opportunity to implement employee-focused training and recognition programs.

### Business Process Management Modules

When you delegate critical administrative tasks to ReSource Pro, you'll be able to optimize their execution, leading to improved customer service and satisfaction. Moreover, you'll give your staff more capacity to spend on revenue-generating activities.



### Experience You Can Count On



# 9 errors

Average policy contains 9 errors or discrepancies



# 1 in 7

agencies have an E&O claim each year

Implemented quality assurance process for retail clients resulting in successful audit of

# 14,000+

accounts in 12 months



### For more information

visit us: [www.resourcepro.com](http://www.resourcepro.com)

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