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Maximising Performance in Insurance Operations

Julia Prichard, Louis Jordan

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Maximising Performance in Insurance Operations Julia Prichard, Louis Jordan
Maximising performance in insurance operations is a practical guide to managing successful change programmes within the insurance industry. It shows large organisations how to become leading edge business performers using case studies and examples drawn from the authors' own unrivalled experience in the field. Key questions such as 'How much change is required?' are addressed and a structured programme tailored to the unique
problems of the insurance industry shows how organisations can move forward to maximise their potential with a minimum of risk.

The book sets out the criteria for achieving operational excellence and each chapter is supported by a case study showing how various organisations have dealt with the challenges and there are useful comments and invaluable
advice from the practitioners involved.

This book is essential reading for anyone involved in insurance or financial services and will be particularly useful for chief executives, operations directors and those in a line management role who have been charged with responsibility for securing the major benefits within their specific areas.

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