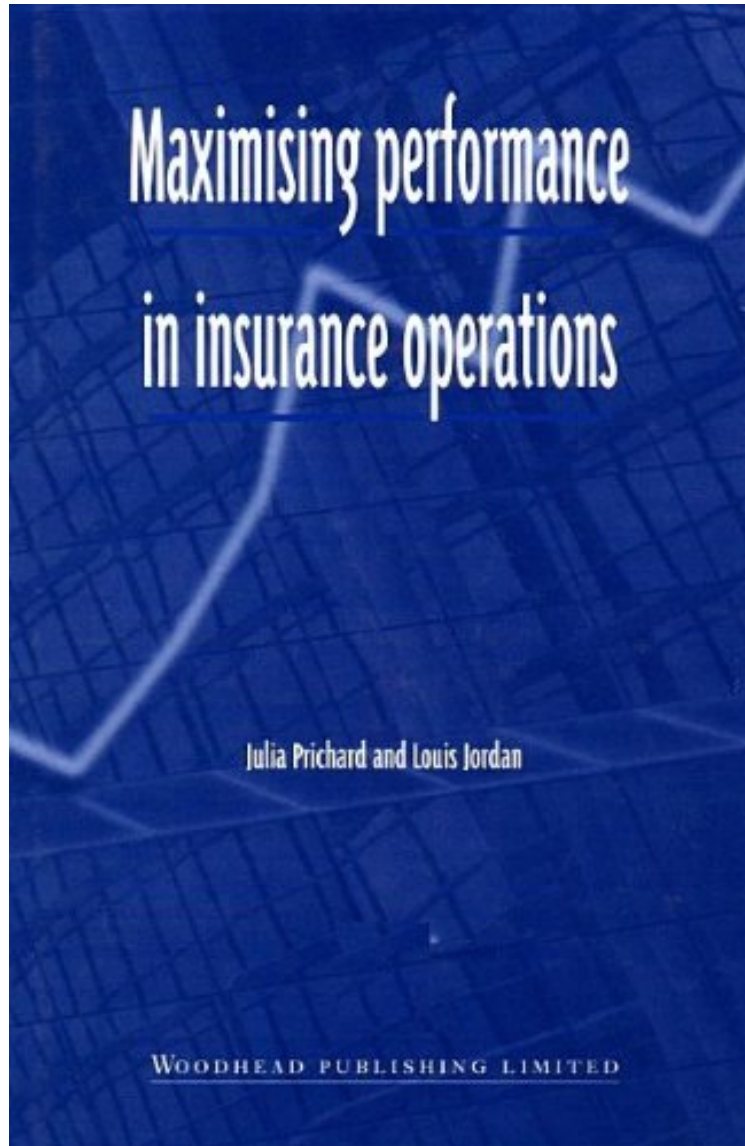


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Maximising Performance in Insurance Operations

Julia Prichard, Louis Jordan

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Julia Prichard, Louis Jordan : Maximising Performance in Insurance Operations before purchasing it in order to gauge whether or not it would be worth my time, and all praised Maximising Performance in Insurance Operations:

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.

About the Author Julia Prichard is a principal consultant in the insurance practice of KPMG Consulting in London with a leading role in process management. Julia has operated at senior level for a wide range of large international organisations spanning financial services, manufacturing, health and media in the UK, Europe and North America. Louis Jordan is lead partner of KPMG Consulting's insurance practice in London. He has developed a highly successful UK wide Performance Improvement Team that has established an excellent track record with blue chip clients across the insurance sector.