

# Simpler Training: Underwriting Process Improvements at Ageas

Ageas is one of the UK's largest insurance companies. Around 8 million policy holders in the UK are insured with Ageas and it employs more than 6,000 people at its sites around the UK. Although Lean began as a methodology in the Automotive sector, it has relevance for wide-ranging business sectors and the Ageas board were keen to find out whether Lean could be used as a tool to drive through process improvements and efficiencies within their business.

## A Lean Business Orientation

A team from Ageas undertook Simpler Training's Lean e-SENSEI<sup>SM</sup> course in 2012: Emma Kirby, Operations Support Manager; David Roe, a Senior Trainer in Learning & Development; and Alan Vernon, Operations Support Analyst

The Simpler Training Lean e-SENSEI<sup>SM</sup> format is a unique and really effective combination of expert coaching from a Simpler sensei, with a practical experience focus built around delivering a Rapid Improvement Event (RIE) during the course, and extensive supporting online resources.

## Three Rapid Improvement Events

Each learner is guided through an RIE as part of the course which meant that, between them, the Ageas team were responsible for three separate RIEs during the course. These RIEs focused on:

- Improvements to the process of designing training materials in response to a business request
- Improvements to the way printed documents are handled within the customer services team
- Improvements to the payments process

As a result, over the duration of the course alone, the Lean programme at Ageas has delivered impressive results.

Emma particularly liked the on-the-job learning the course gave her: “It was a great way of looking at the way we currently do things – as if through a fresh pair of eyes. I particularly liked the webinars – it was good to talk about our different experiences. I enjoyed the practical side too – the RIE was a big eye opener. It was good to be able to talk through what went right.”

## **RIEs Yields Rapid Improvements**

Emma’s RIE resulted in:

- 3,000 fewer handoffs
- Percentage of waste calls falling from 14% to just 3%
- Touch time to complete handoff reducing from 3 days to half a day
- Money written off due to no payment falling from £41,557 to £8,000

Alan Vernon chose to focus the RIE he undertook as part of the Simpler Lean e-SENSEI<sup>SM</sup> course on improvements to the way printed documents are handled within the customer services team. Alan says: “This hasn’t just improved the process within customer services. It has had a knock-on effect and we are now taking less time across a couple of different areas. For example, our Service Centre now spends a lot less time trawling through emails as they can pick up document production activities more easily. This has then resulted in fewer calls in from customers regarding document errors.”

## **“Great Way of Driving Process Improvements”**

For Alan, the Simpler Training Lean e-SENSEI<sup>SM</sup> course is a “great way of driving process improvement”.

This is something the whole team agree on. Emma says: “The Simpler course was absolutely fantastic for us – the Simpler team were really supportive.” And David concurs: “I absolutely recommend the Simpler course to any business looking to maximise efficiency; any business who wants to minimise unnecessary costs while maximising value for internal and external customers – which is every company, isn’t it? I would totally recommend it.”