

THE FUTURE OF INSURANCE OPS

If innovation separates leaders from followers, then it's time to get creative.

Changing Buyer Expectations



DIGITAL AVAILABILITY

2/3 of millennials demand harmonized digital and physical customer experiences.

INTEGRITY



56% of customers do not trust their insurer.

WHY IT MATTERS:

Customers with low trust are almost 20% more likely to change providers.

VALUE



44% of respondents in a recent Accenture survey value service excellence. Price is less important than elements such as data protection and responsive service.

WHY IT MATTERS:

These customers are very willing to use computer-only advice.

Modernize with Lean

"With a greater focus on the customer experience, we feel that it is vital that Aflac prioritizes potential partners that will help us enhance services and shareholder value, while building our future growth engine."

AFLAC PRESIDENT OF GLOBAL OPERATIONS
PAUL S. AMOS II



AFLAC IS ALREADY PILOTING LEAN



Pilot teams achieved some impressive outcomes during the first six months.

ACTUARIAL:

Reduced turnaround time from 2 days to 0 days on 85% of custom underwriting offers.



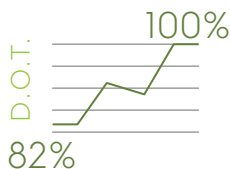
CUSTOM PROPOSAL:

Gains in development of systematic quality measures allowed this department to take on a 15% increase in proposal requests.



UNDERWRITING:

Raised "delivery on time" baseline from 82% to 100%.



51%

of respondents to LeanKit's Lean Business Survey reported more efficient business processes as a result of implementing Lean.



SOURCES

<http://info.leankit.com/lean-business-report> http://valuecapturellc.com/case_studies/aflac-insurance/ <http://www.insurancejournal.com/news/national/2015/08/25/379623.htm> <https://www.accenture.com/us-en/insight-insurance-distribution-marketing-consumer-study> https://www.aflac.com/us/en/docs/pov_articles/aflacpov_5trends_voluntary.pdf <https://www.aflac.com/about-aflac/newsroom/press-release-story.aspx?rid=828>

WHAT CAN YOU ACHIEVE WITH LEAN?

Learn more about how LeanKit can help:

<https://leankit.com/info/insurance-operations>