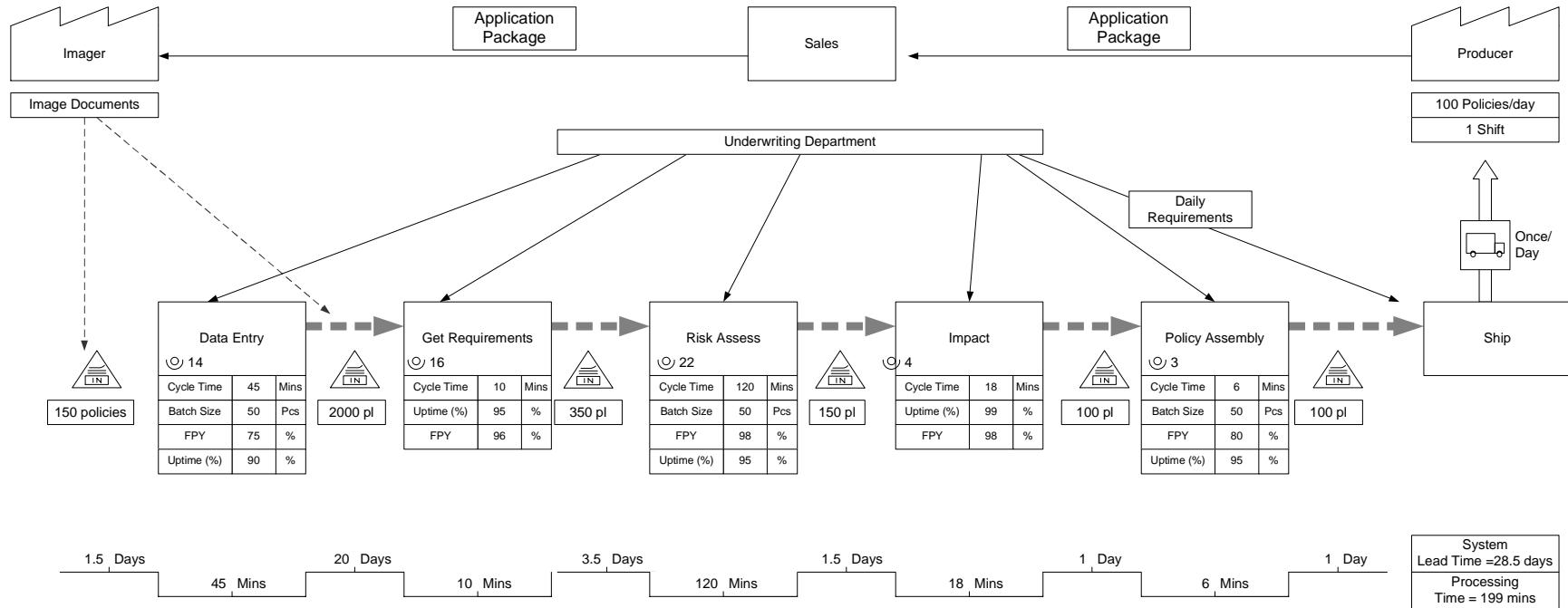


An Example of Achieving Operational Excellence

Current State Map For Producing an Insurance Policy

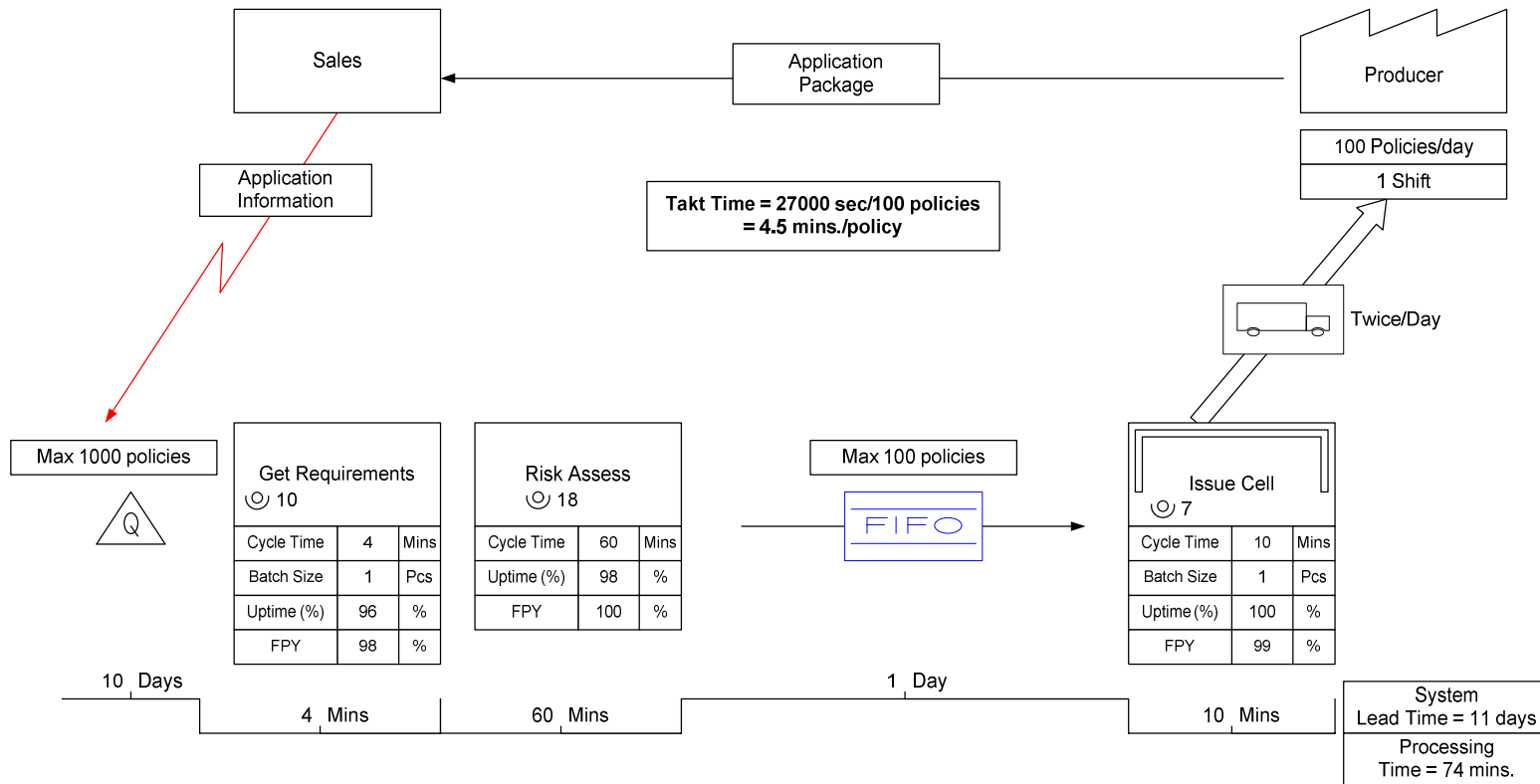


Current State Measures:

- 59 employees involved in producing an insurance policy
- First Pass Yield (FPY) = 63.7%
- 6 hand-offs
- Lead Time = 28.5 days
- Processing Time = 199 minutes

An Example of Achieving Operational Excellence

Future State Map For Producing an Insurance Policy

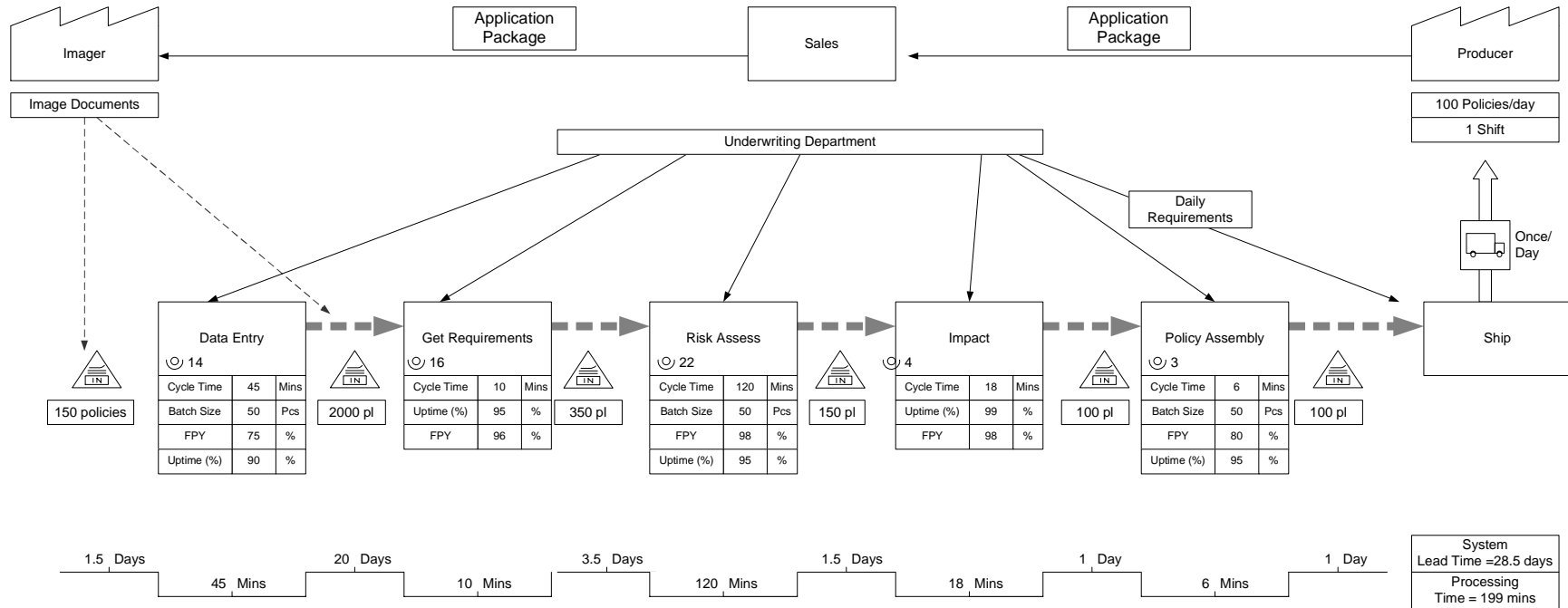


Future State Measures:

- 35 employees involved in producing an insurance policy (40% reduction)
- First Pass Yield (FPY) = 99.0%
- 3 hand-offs (50% reduction)
- Lead Time = 11 days (62% reduction)
- Processing Time = 74 minutes (63% reduction)

An Example of Achieving Operational Excellence

Current State Map For Producing an Insurance Policy

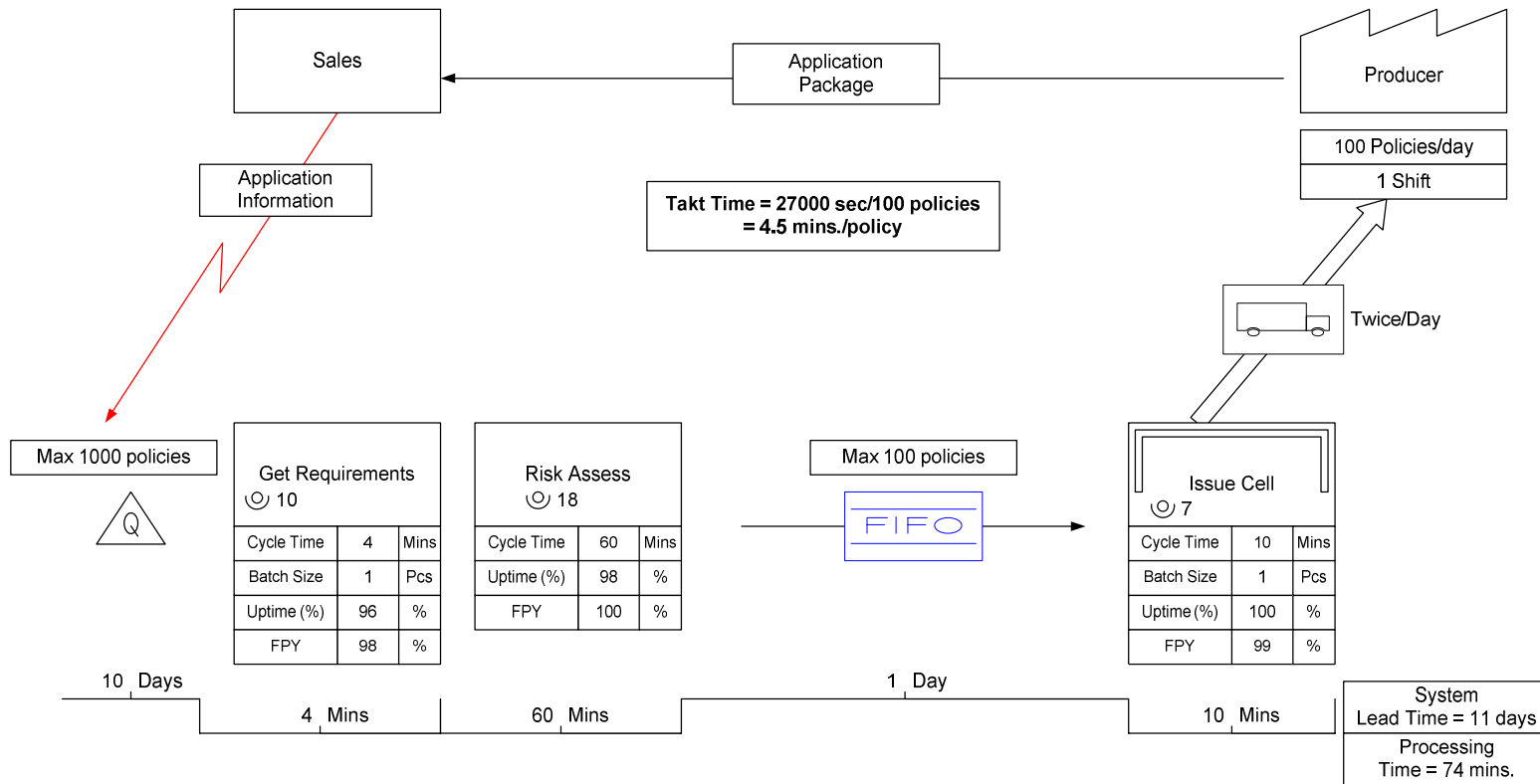


Current State Measures:

- 59 employees involved in producing an insurance policy
- First Pass Yield (FPY) = 63.7%
- 6 hand-offs
- Lead Time = 28.5 days
- Processing Time = 199 minutes

An Example of Achieving Operational Excellence

Future State Map For Producing an Insurance Policy



Future State Measures:

- 35 employees involved in producing an insurance policy (40% reduction)
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- 3 hand-offs (50% reduction)
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- Processing Time = 74 minutes (63% reduction)