



CIC Business Improvement Task Force 2011-2012

January 13-14, 2011
Palm Springs, California



Task Force Members

- Ron Vincenzi, Oakland Auto Body
- Randy Hansen, Allstate Insurance
- Marcy Tieger, Symphony Advisors, LLC



Mission

To formulate processes to improve the overall effectiveness and efficiency of CIC as a body, as well as committee work product.



Objectives

- Create a problem solving matrix for committees to utilize.
- Document the process for a committee to create a “Best Practice.”
- Develop a voting standard for the adoption of best practices developed by committees.
- Act as a “sounding board” for committees and their work product.



Create a problem solving matrix for
committees to utilize

“We made that”

Mike Quinn, CIC Chair 2011-2012



Create a problem solving matrix for committees to utilize

Assist in building a problem solving process and model that individual committees may utilize in developing their work product.



Create a problem solving matrix for committees to utilize

Focus on working collectively toward development of work product that may be adopted as an industry best practice or guideline while recognizing the “living document” aspect of our work.



Document the process for a committee to create a “Best Practice”

Develop a handout for committee chairs that includes suggestions regarding:

- Scheduling meetings
- Encouraging input from *all* participants
- Reconnecting with the “vanishing volunteer”
- Consensus building
- Maintaining the thread; keeping the ball rolling
- Documenting work product
- Utilizing the problem solving matrix

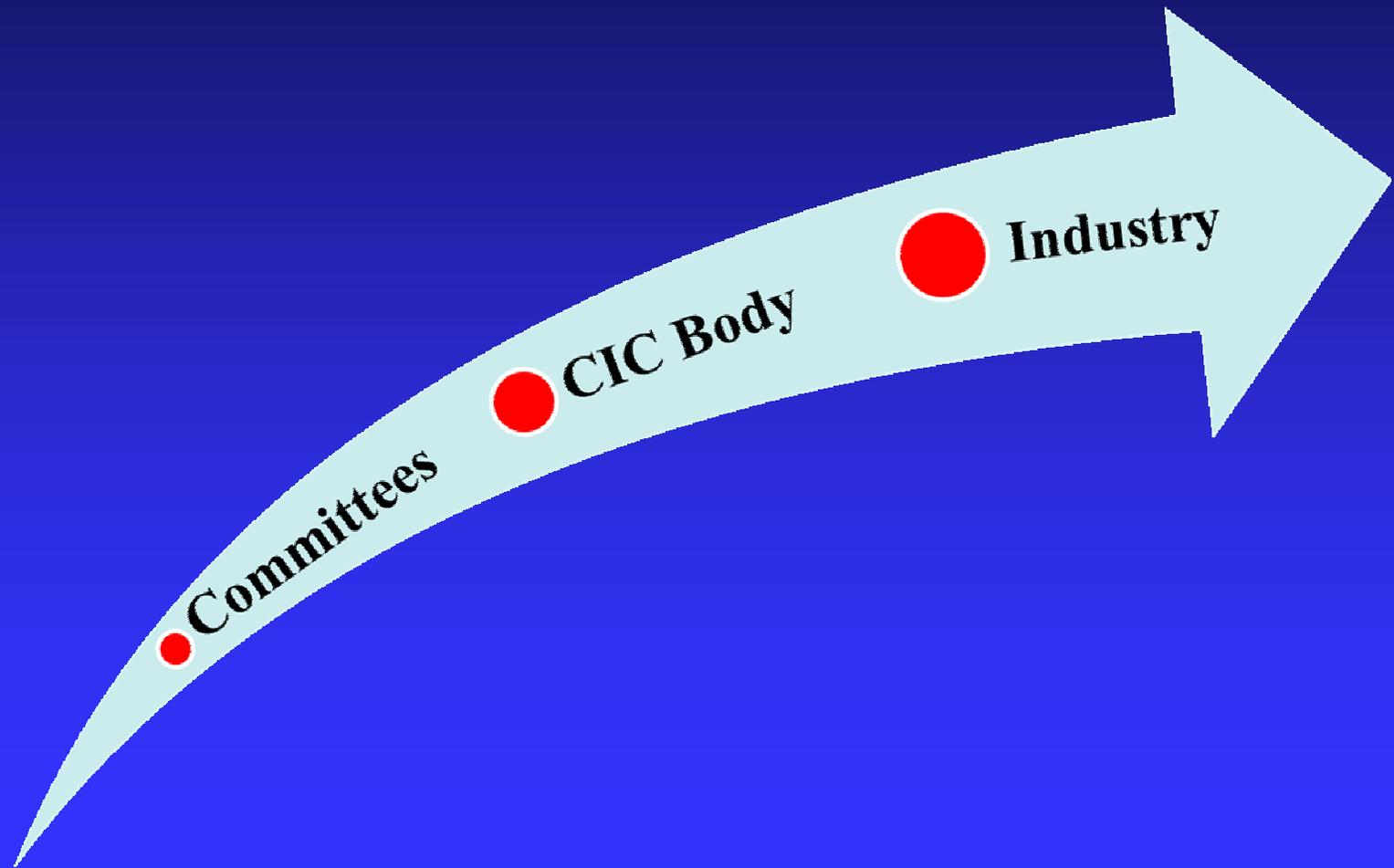


Develop a voting standard for the adoption of best practices developed by committees

- Provide suggested guidelines for committee consensus building and voting
- Develop a framework for moving work product *from* the committee *to* the CIC body
- Define “adoption” and “voting” criteria as related to the CIC body
- Develop a thoughtful and credible voting process that may better support adoption of best practices beyond the confines of CIC
- Determine what will be published by CIC (whether adopted or not)



Develop a voting standard for the adoption of best practices developed by committees





Act as a “sounding board” for committees and their work product

- Offer a fresh set of eyes for content, tone or editing assistance
- Assist in developing consistency in work product across the various committees



Phase I: Listening Tour

- Conduct interviews of various committee chairs and members to find out what works and what doesn't work
- Report findings to the CIC body in March



We welcome your input

- Marcy Tieger
marcy.tieger@symphonyadvisorsllc.com
- Randy Hansen
RHanson2@allstate.com
- Ron Vincenzi
RVincenzi@oaklandautobody.com



Thank You