



CIC Business Improvement Task Force
2011-2012
Results of Listening Tour

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Task Force Members

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Mission

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



The process

A five question interview of 12 of the “smartest guys and gals in the room” (current and past chairs and committee members) yielded common themes.



1. From your experience, is there a defined process by which CIC committees approach specific problems and problem solving?

- No, this has largely been left to the “style” of the committee chair... A defined process with steps and methodology could be very useful.
- No, it depends on the chair. There are no set expectations; we need a process.
- No. There is a need for the objective of the committee to be laid out.



2. Were the issues/challenges/problems that your committee/s addressed appropriate, relevant, prioritized, and succinct enough to allow you to break them down into solvable components?

- It is important to sort these out and set priorities...guide the committee chairs to setting timelines and goals.
- No, they're much too broad... at first this is done at the planning meeting, but at the committee level it breaks down.
- No. We need a more defined, coordinated segmentation of the issues via some pre-committee process...issues and problems are very broad based.



3. What do you believe is the best way for committees to define the business problem/s they want to try to solve?

- Not any best one way....80/20 is a good guide because you can't normally get everyone to align perfectly.
- Prioritize the issues...provide gentle enlightenment where divergent perspectives.
- Make the committee Chair keep stating the objective and start every subsequent committee report with that precise restatement.
- You need a template or roadmap to organize your approach.



4. What process do you go through/ believe the committee should go through in order to solve the business problems the committee has agreed to work on?

- Dissecting the issues and formulating solvable bits and pieces is much better than trying to swallow everything whole.
- Clearly define the problem, determine the end game, make sure you have the right resources.
- Make sure there is an end date to get things done-- you need a start, middle and end.
- The only process used is finding common ground.



5. Where there are competing interests, what is the best way to stay focused on the business problem the committee has agreed to work on and still keep everyone engaged?

- A strong committee chair with a talent for managing conference calls and personalities
- Break them apart and look for areas of agreement
- Keep people on task....cut to the chase; deadlines—weigh in and then close the door.
- We should stop focusing on the exception.
- Develop a way to catalog all perspectives.



Take-Aways

- Narrow the issue/s or problems before we start
- Offer a problem-solving methodology to address the issue/s
- Stay on task and remember the objective
- Focus on consensus not exceptions
- Set (reasonable) deadlines for creation of work product output
- We have high expectations of Committee Chairs



Next Steps

- Create a Committee Chair kit by year end for 2012 to include:
 - Suggested problem solving template/s
 - Key points derived from interviews to include these “take-aways” and suggested approach



QUESTIONS?



Thank you.
We welcome your input

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