



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

March 17, 2011  
Meadowlands, New Jersey



## 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.



## 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

- Marcy Tieger  
[marcy.tieger@symphonyadvisorsllc.com](mailto:marcy.tieger@symphonyadvisorsllc.com)
- Randy Hansen  
[RHanson2@allstate.com](mailto:RHanson2@allstate.com)
- Ron Vincenzi  
[RVincenzi@oaklandautobody.com](mailto:RVincenzi@oaklandautobody.com)