

# Progress in Benchmarking & Future Needs

JM&A Group  
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# Agenda

- Progress in Benchmarking
- Future Needs
- Discussion

# Progress in Benchmarking





## Why Benchmarking?

- How are we doing?
  - Following internal organizational goals
  - Listening to customers
  - Where do you stand externally
- Are we tracking the right measures?
- Are we making progress fast enough?
- What are the best practices?
  - Numbers and processes
  - Reach beyond current state, see potential



# Benchmarking Survey

## **Background**

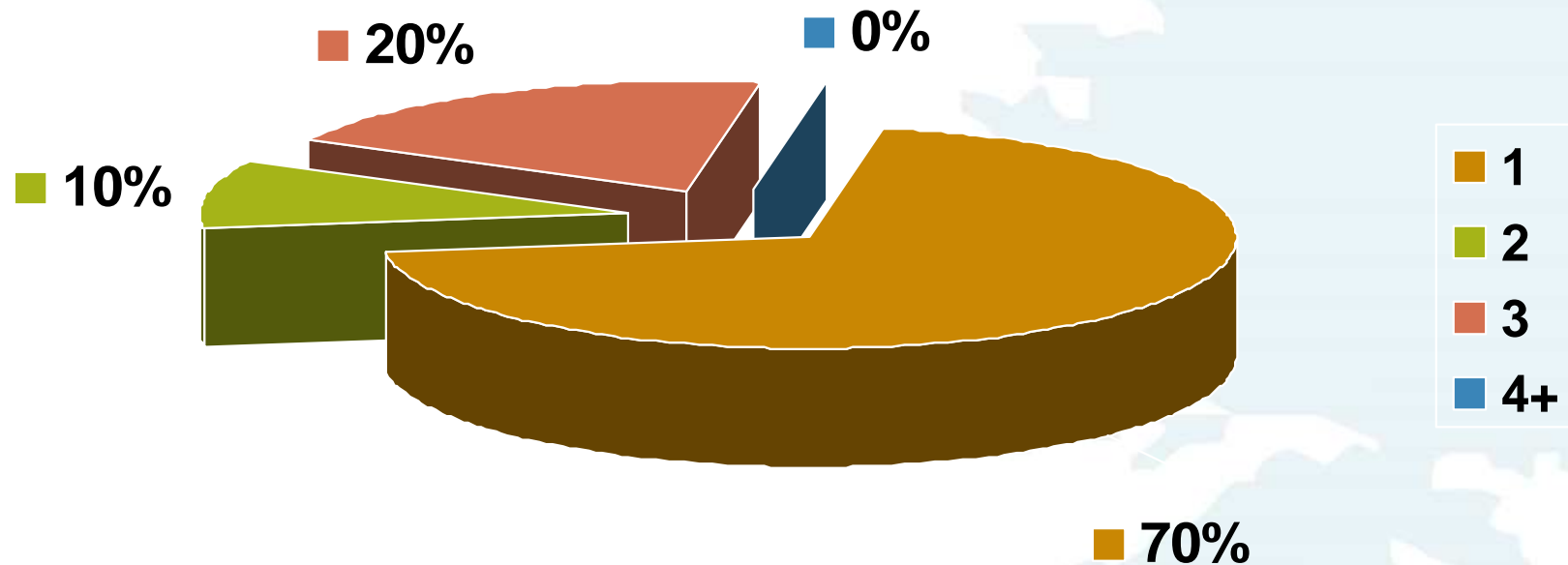
- 2008 Vehicle Service Contract Administrators Conference (VSCAC).  
Pre –conference survey.
- During the VSCAC attendees indicated an interest in participating in the Benchmarking industry and the survey was re-distributed for 2008 following the conference and the results were distributed by Bobbit Media.
- 2009 Vehicle Service Contract Administrators Conference (VSCAC).  
Pre –conference survey.

## **Methodology**

- An online survey was sent to 68 potential respondents on 8-28-09
- A reminder was sent on 9-2 and again on 9-9 to those that did not respond to the invitation.



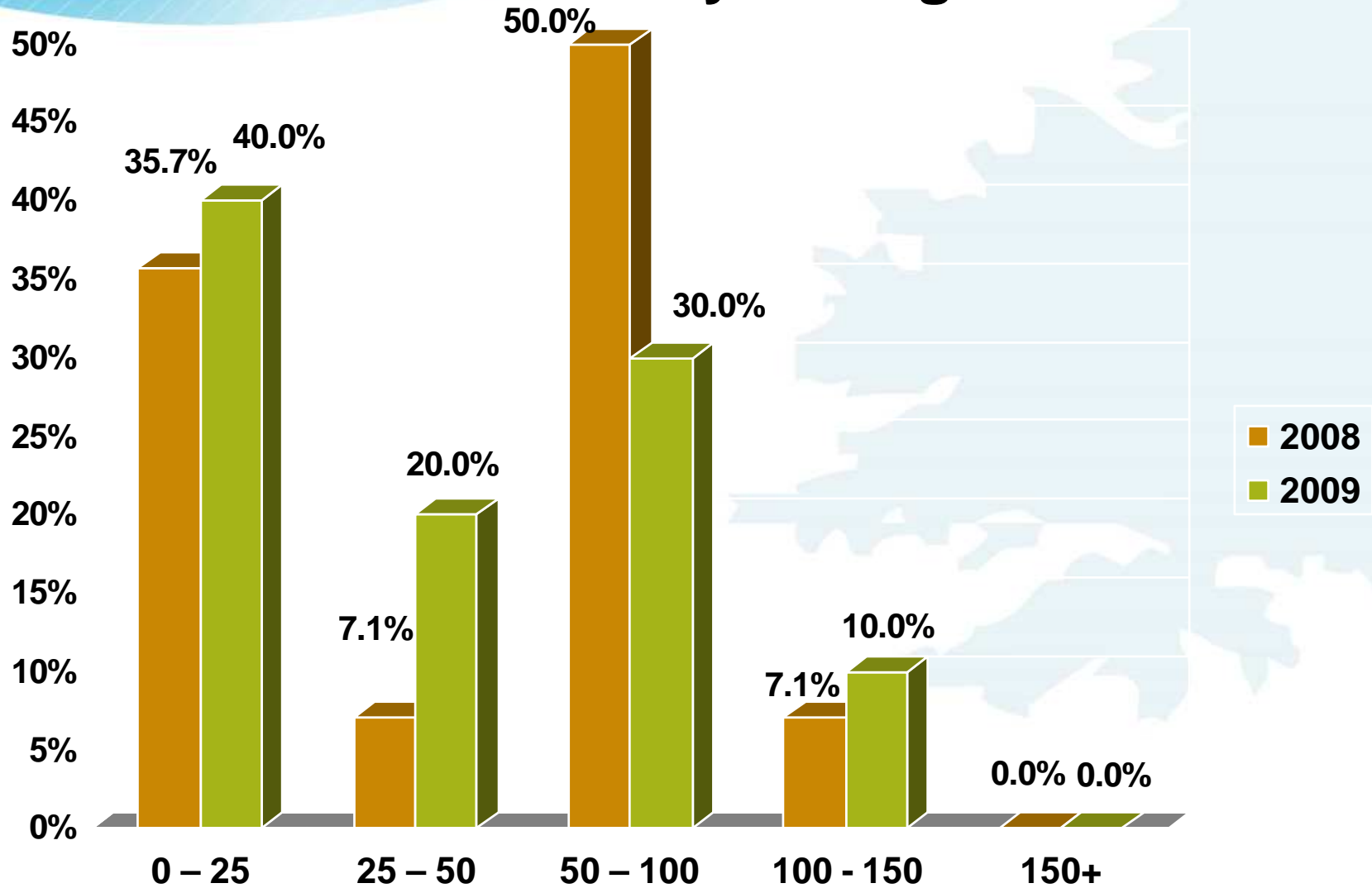
# How many contact center sites does your organization have?



	2008	2009
■ One Site:	62.5%	70.0%
■ Multiple:	37.5%	30.0%



# How many agents does your organization have?



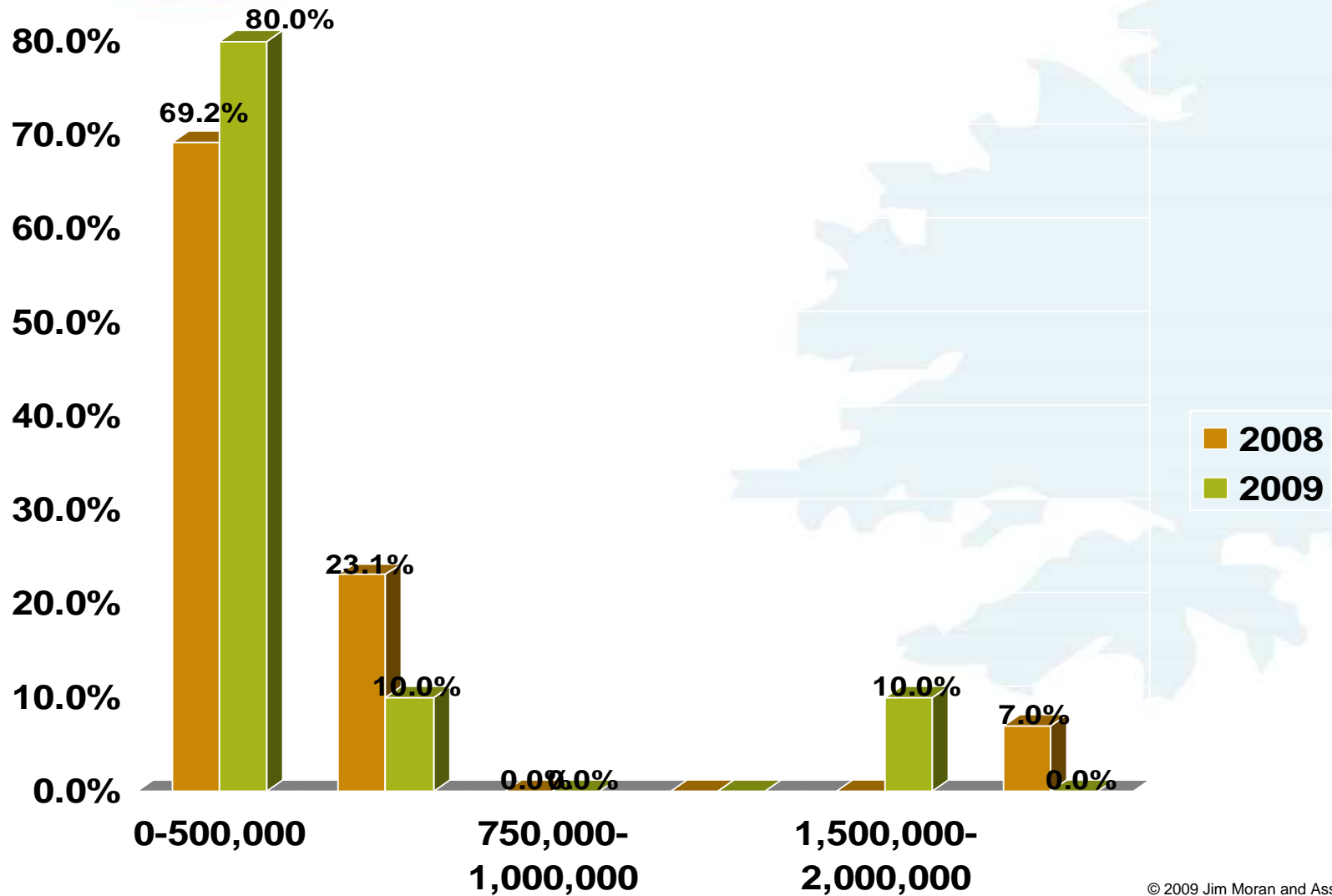


## What percentage of your agents are full-time?

- In 2008, 100% of the respondents stated that '80% - 100%' of their agents are full-time.
- In 2009, 90% stated that '80% - 100%' of their agents are full-time.

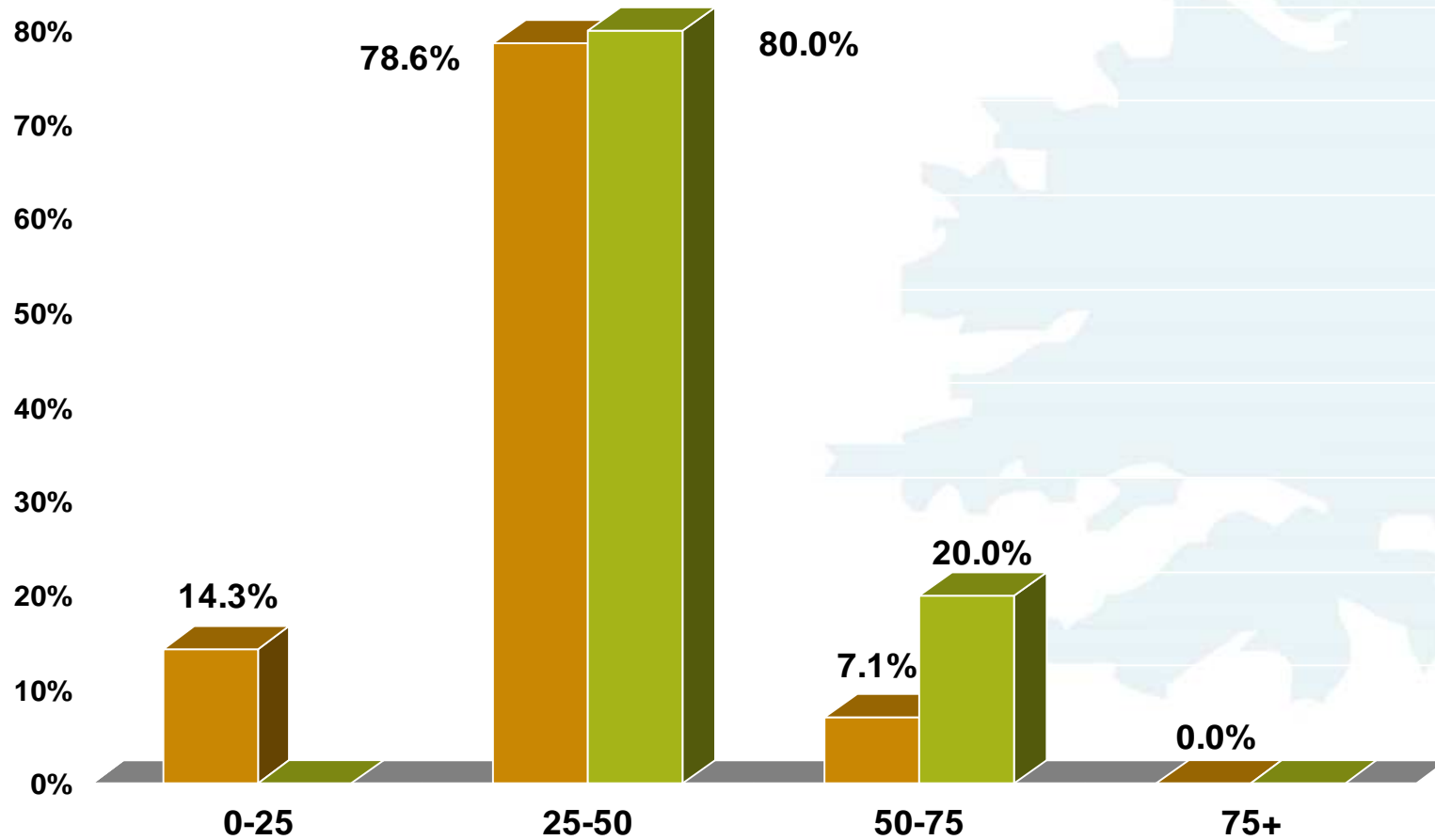


## How many inbound calls are directed to your centers annually?



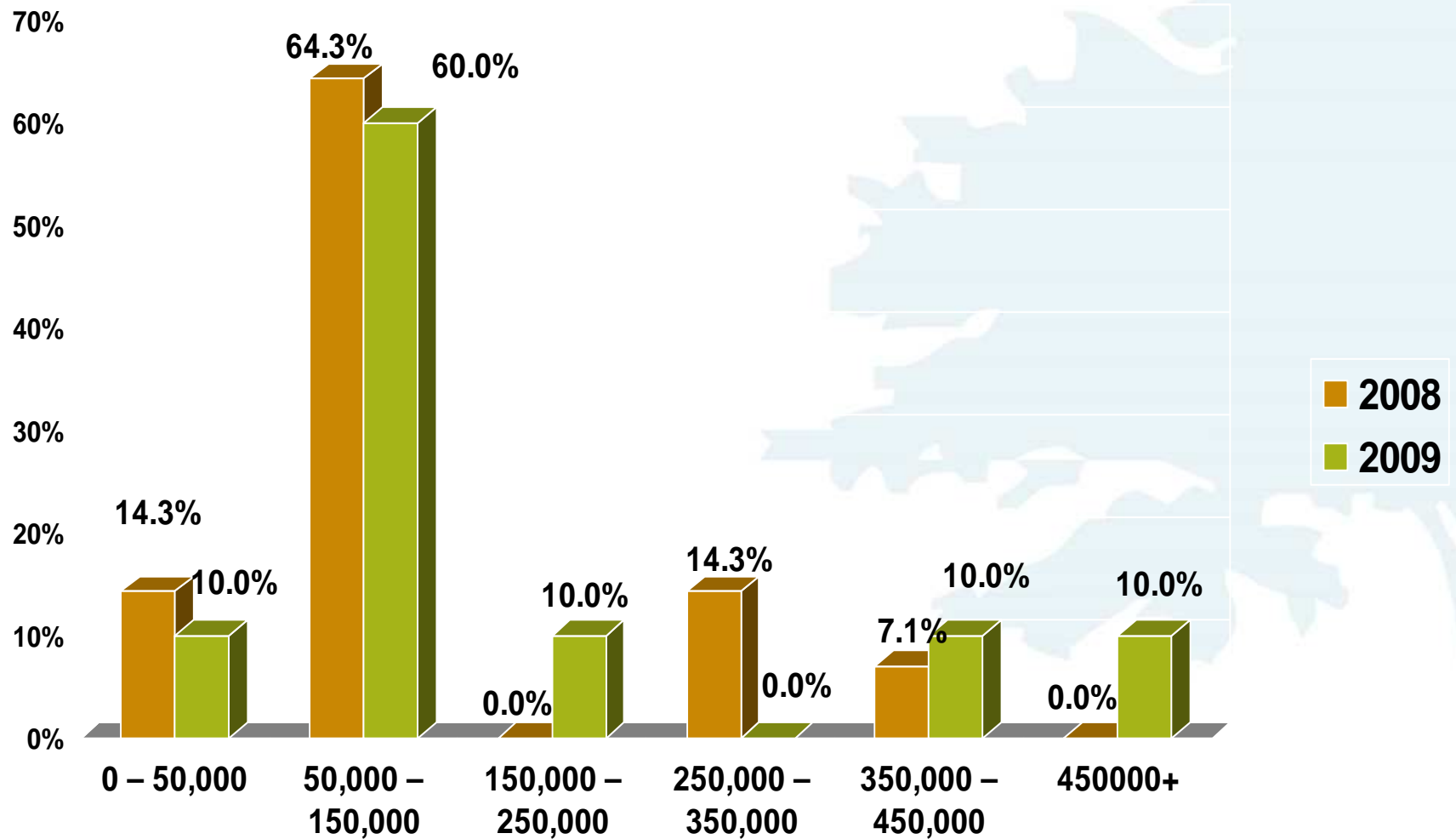


## What is the average number of phone calls that an agent handles per day?



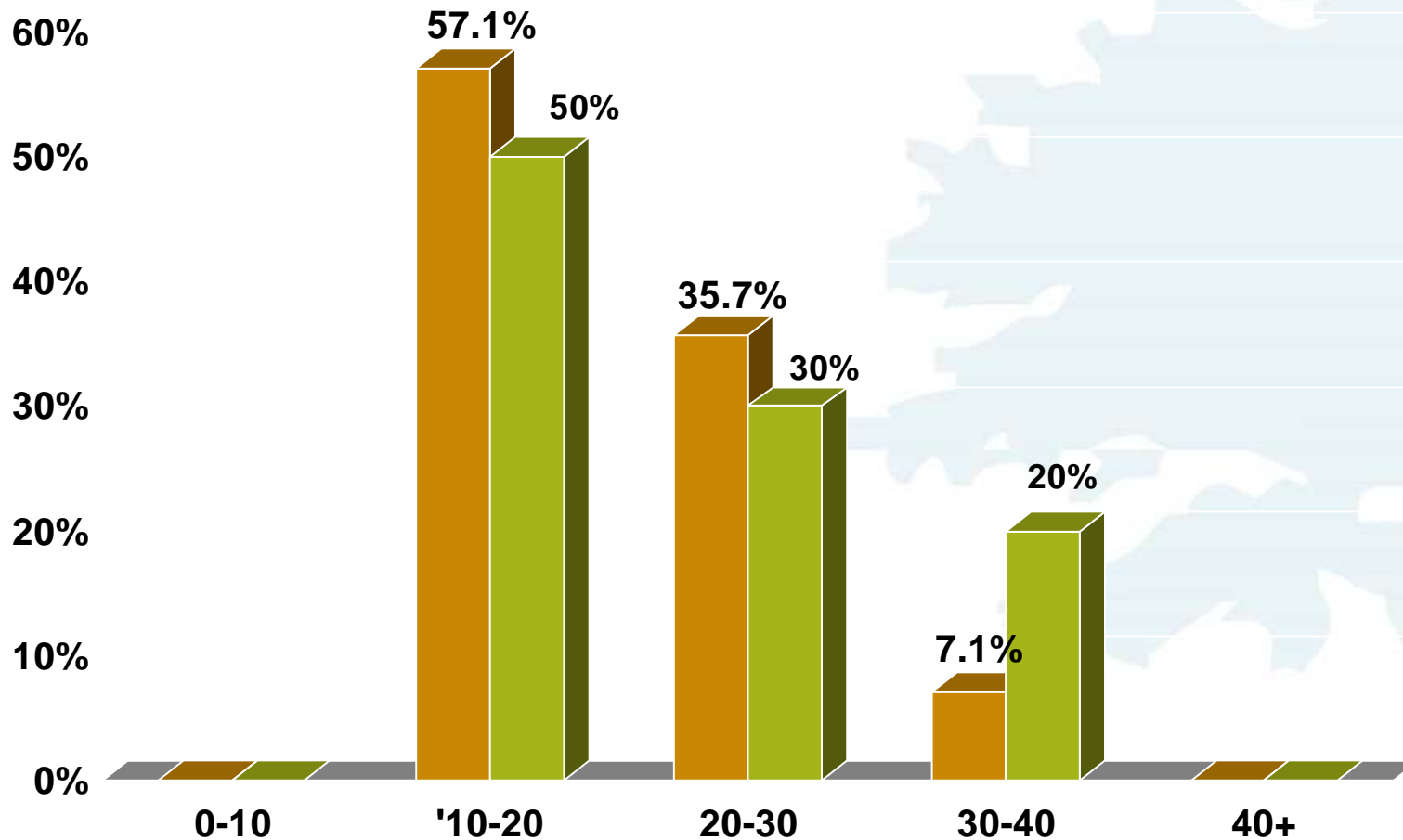


## How many mechanical claims decisions are processed annually by your center?



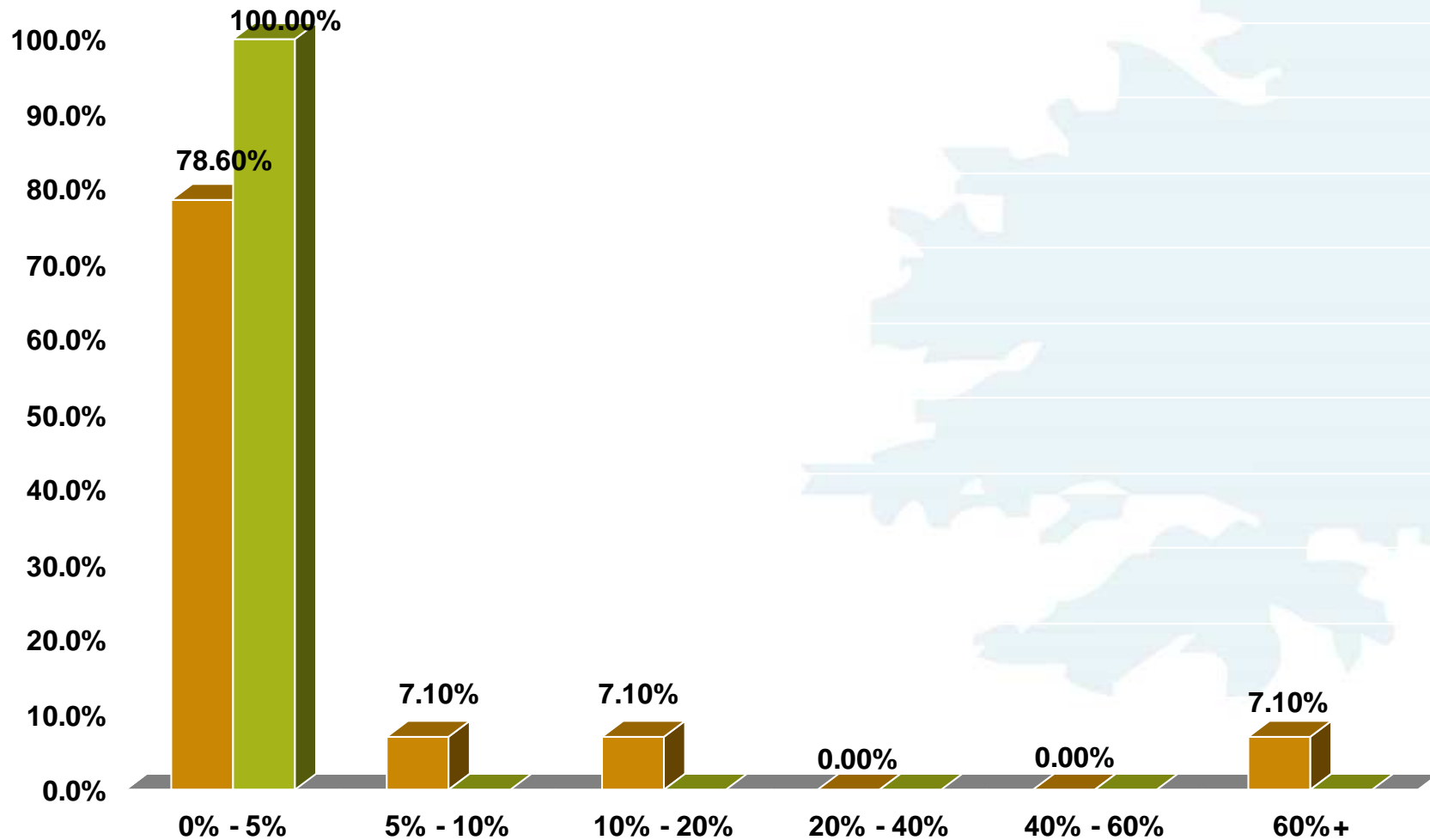


## What is the average number of mechanical claims that an agent completes per day?



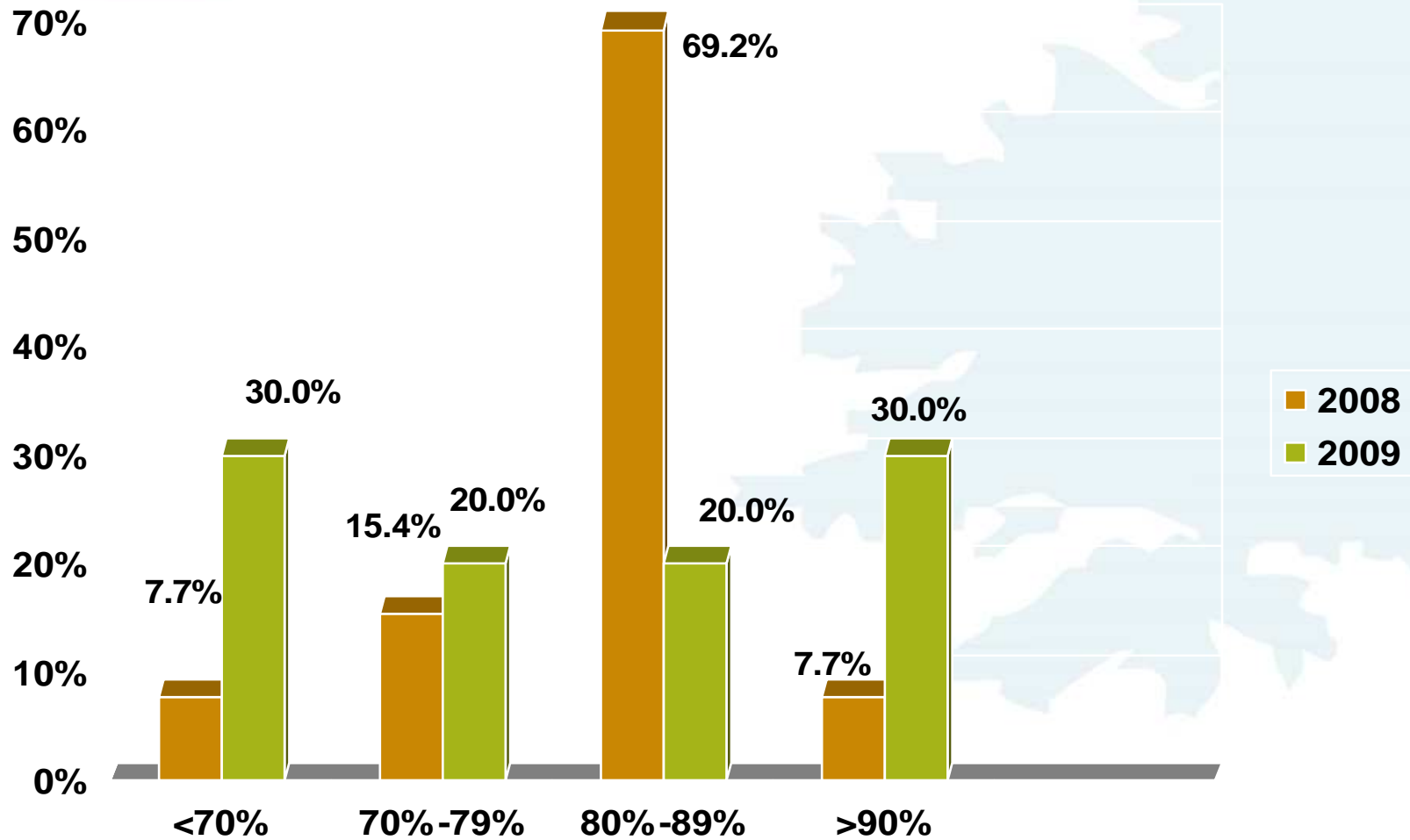


## What percent of your mechanical claims decisions are automated?





# Current Service Level Performance

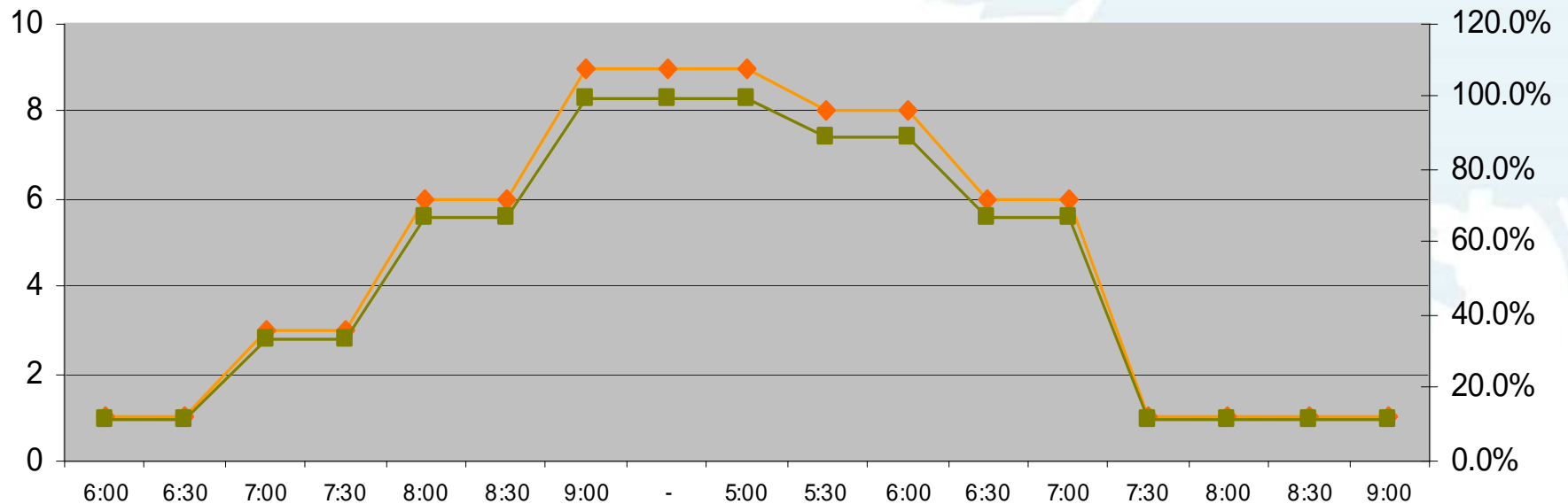




# What are your days of operation? and Hours of operation?

- 100% of respondents are open Monday to Friday
- 60% are open on Saturday
- 100% are closed on Sunday

MONDAY - FRIDAY



# Future Needs





## Environment for Change

- 4<sup>th</sup> Quarter 2008
- Growing claims volume
  - ✓ We had to accomplish more with the same resources, or
  - ✓ We had to accomplish more with fewer resources



## Efficiencies

- Key Performance Indicator's
- Internal efficiencies
- Findings
  - ✓ Associate behaviors
  - ✓ Business Rules and processes
- Repeat calls

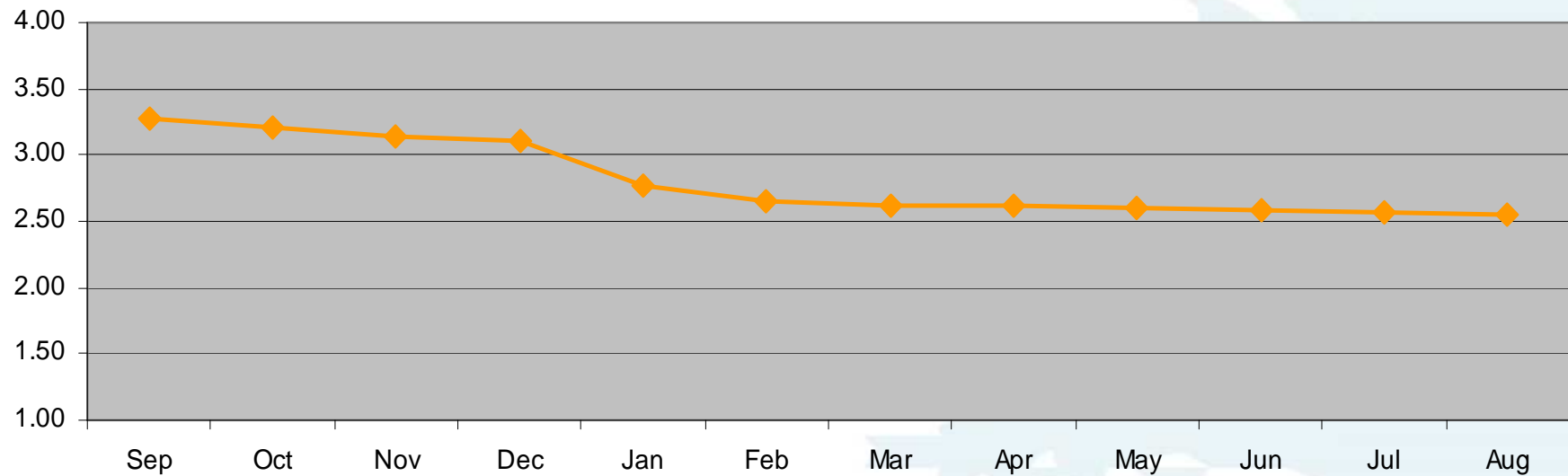


## First Call Resolution (FCR)

- We defined FCR from the customer's perspective as an issue resolved on first contact, even if that call was transferred to a supervisor or manager.
  - Training
  - Business Rules
  - QA
  - Associate Driven



# FCR Results



- On a rolling **12** the ratio has decreased, **.71**



# Questions? Comments?

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