

EXPECTED OUTCOME ASSESSMENT

ENSURE IN-FLIGHT INITIATIVES DELIVER THE EXPECTED RESULTS



EXPECT THE EXPECTED

The insurance industry has no shortage of examples that illustrate how far a faulty rollout can take a project from its original objectives. Companies routinely embark on large-scale efforts, such as technology renewal, acquisitions, new product introductions, and distribution channel transformation. They do so believing that careful planning and existing processes will adequately mitigate risk, yet 80% percent of large initiatives encounter substantial obstacles that materially affect the desired outcome.

THE RESOURCE PRO APPROACH

ReSource Pro's Expected Outcome Assessment provides a quick, accurate evaluation of the risks and obstructions for large, in-flight initiatives and delivers an assessment of the anticipated outcomes based on the current trajectory. It also provides a roadmap for corrective actions. We begin with an Expected Outcome Model that details the initiative's original goals and objectives, drivers, and timelines. We then outline where your effort is at risk of running short and pinpoint the potential obstacles to success. From there, we create a Revised Outcome Model based on predicted impacts if no changes are made, and we

identify opportunities to close the gap and move the project back toward the original desired results.

EXPECTED OUTCOME ASSESSMENT MODEL

- 1 Model Expected Outcomes
- 2 Test Initiative Views
- 3 Predict Impacts & Drivers
- 4 Define Recovery Roadmap

A HIGH-VALUE ADDITION TO ANY MAJOR INITIATIVE

Our Expected Outcome Assessment model provides a consistent, proven framework for addressing the impact that unforeseen issues will have on desired outcomes. This rapidly deployed service is particularly well suited for:

- Organizations that are undertaking an unusually large initiative and want to incorporate an in-flight status check into their plan
- Organizations in the midst of a large effort that has proven problematic
- New stakeholders who have inherited an ongoing initiative and want an objective assessment of its status
- Companies that have had problematic rollouts in the past and wish to avoid repeats
- Companies that have managed successful efforts and are seeking to further improve their processes

WHAT ARE THE BENEFITS?

Our Expected Outcome Assessment helps your executive team take proactive steps to manage the risk of in-flight initiatives and make the hard changes needed to get the expected results. In addition to making a profound and immediate impact on the effort in question, the Expected Outcome Assessment builds a culture of accountability, a realistic acceptance of risk probabilities, and a framework for improvement going forward.



WHY RESOURCE PRO?

ReSource Pro consultants are seasoned industry leaders with management experience in operations, technology, and business analytics. Our experts have proven track records in planning, implementing, benchmarking, and monitoring major initiatives, as well as achieving tangible results in real-world settings. The Expected Outcome Assessment provides our clients with a proprietary methodology for program risk management, process improvement, and guidance. As with all our methods, our approach collaboratively expands and extends your team's skills.

To learn more, visit resourcepro.com/carrierconsulting

FOR MORE INFORMATION

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