

# Creating value through Technical Excellence

## Young Actuaries Program

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# Overview

- Success in our business requires insurers to excel across a range of fronts
- Technical excellence is a must for any insurer
- This is as much about how we go about our business as the functions we perform



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# Active management of profitable growth is based on three key pillars

**Leadership team sets the direction and puts the management processes and organisation in place**

**Create transparency and understanding** about own profitability, market and customer behaviour to be able to identify threats and opportunities

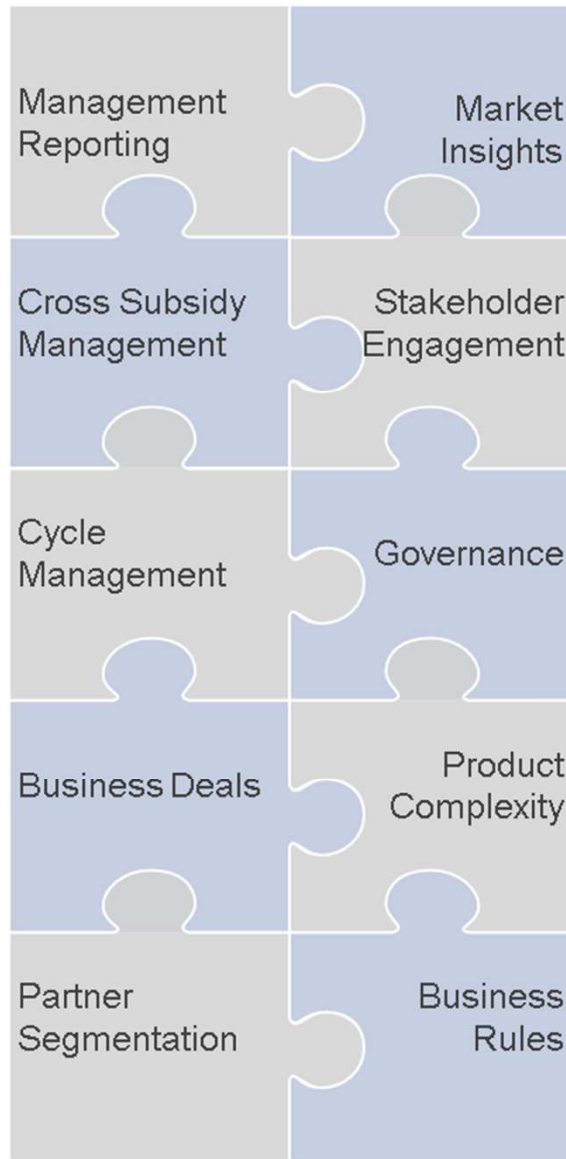
Use this transparency to **take fact-based decisions** in order to achieve profitable growth

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# All employees are accountable for profitable growth and the price proposition of their company



- Competitive Prices
- Competitive Products
- Profitable Growth
- Operational Efficiency
- Achievement of plans
- No surprises culture

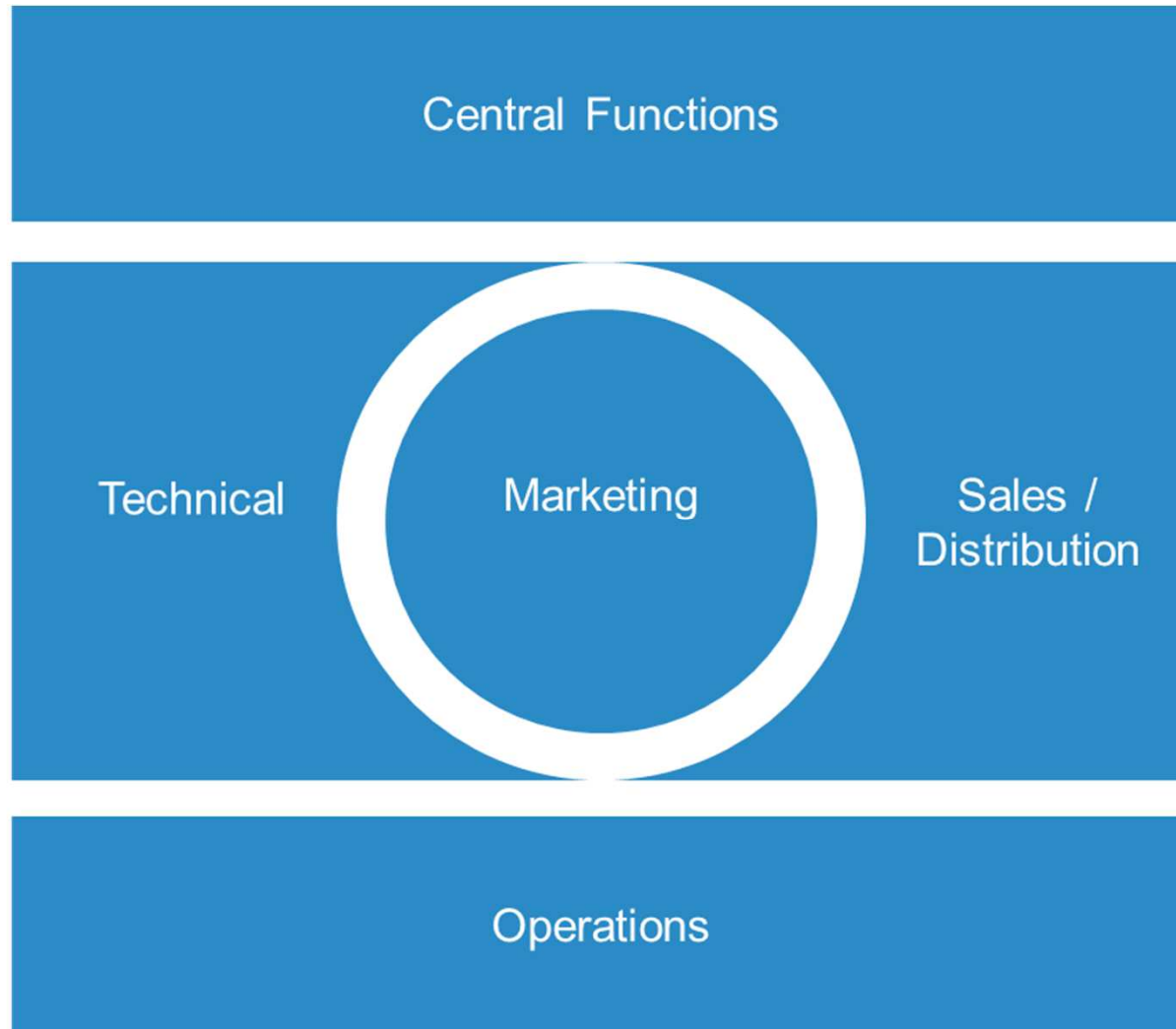
All divisions earn their place at the table by excelling at what they do and how they go about it

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Balance in any organisation is essential for this to occur

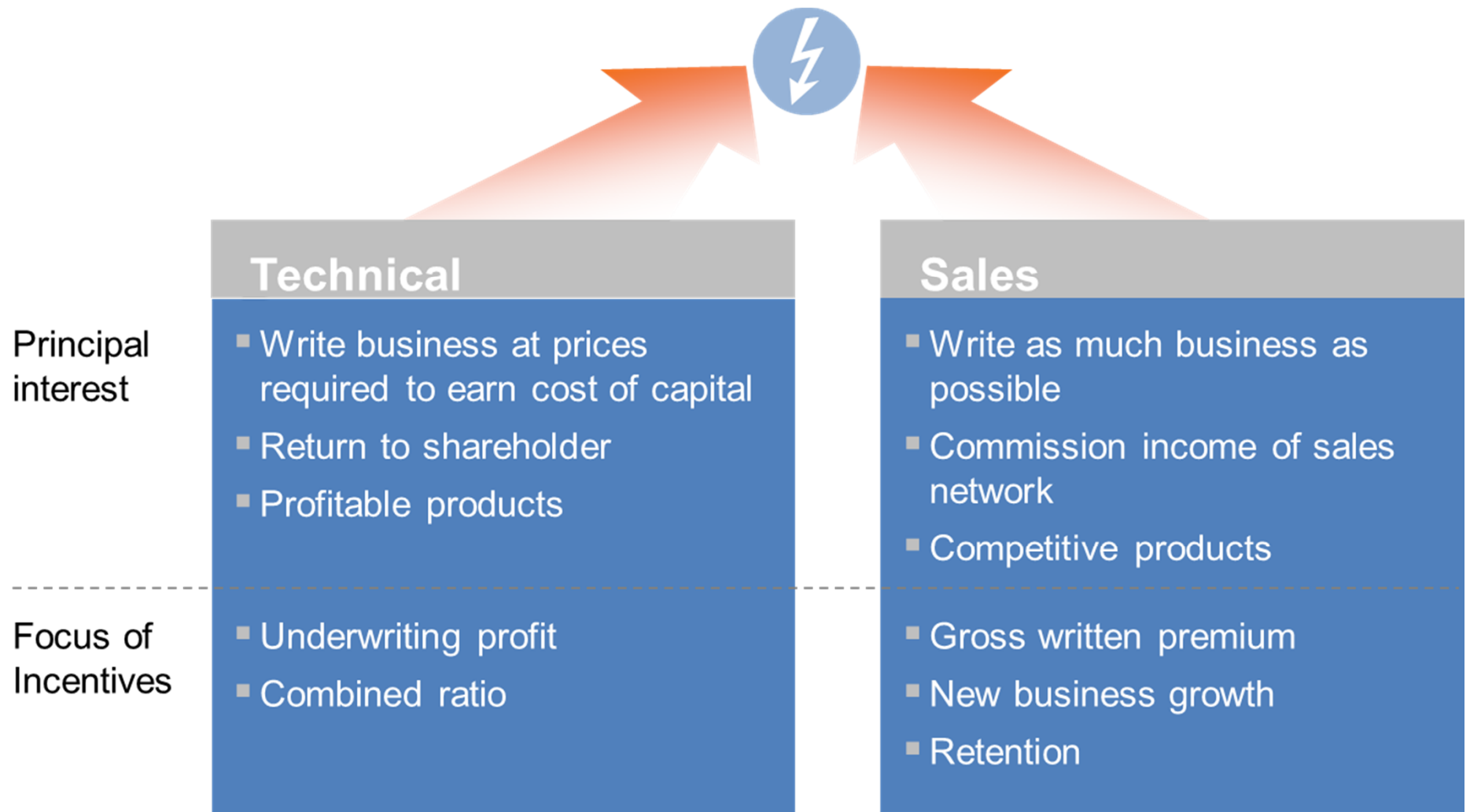


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# A key challenge is to reconcile the interests of the technical and sales functions



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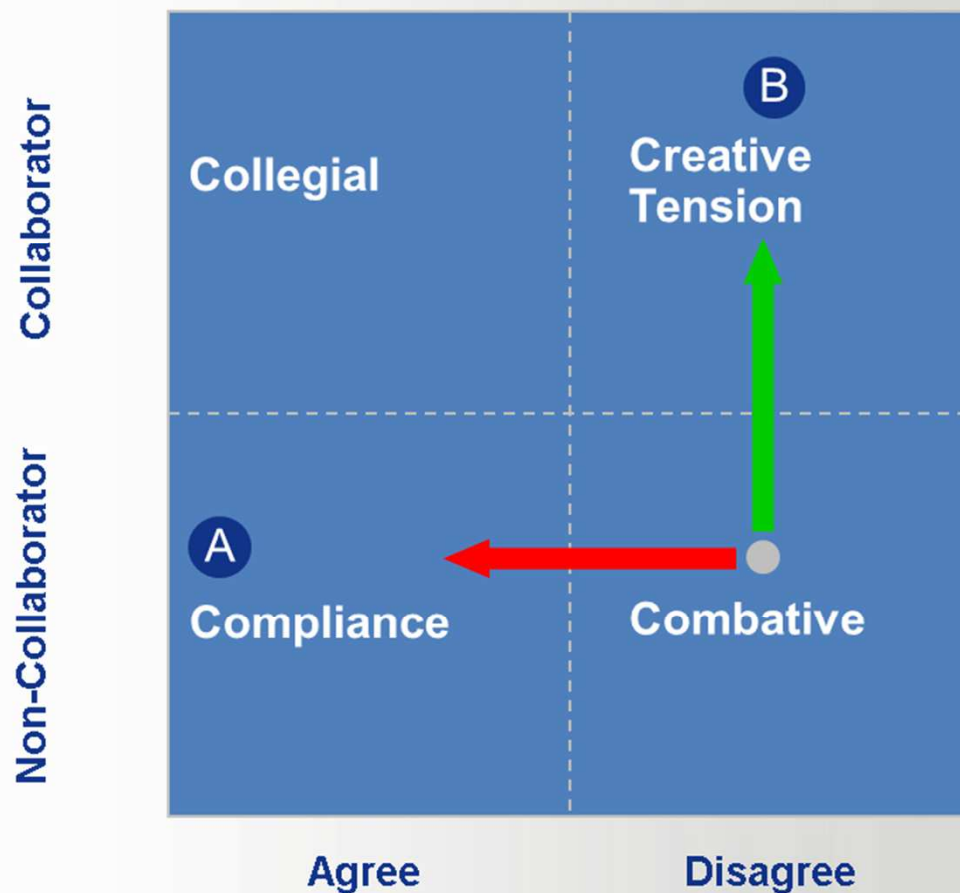
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# The engagement model should be underpinned by an environment of creative tension

## Engagement Matrix



- A In most cases individuals will seek to move from combativeness to compliance
- B A far more constructive approach is to foster create tension.  
  
This can be uncomfortable!

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# You must learn how and when to say no



Give alternatives,  
not ultimatums.

You should be  
seen as an  
invaluable  
business partner

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# My actuary shopping list



How do you want  
others to see  
you?

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# Questions

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