

NO
CHARGE

It's time to make business transformation pay



THE LONDON MARKET FORUMS
BRINGING INSURANCE PROFESSIONALS TOGETHER

29th November 2017 at 3:30pm - 8:00pm

City of London Club, 19 Old Broad St, London EC2N 1DS (5mins from Lloyd's)

The insurance sector is undergoing unprecedented change, especially the London Market's underwriting and broking scene; customers are demanding more and shareholders are seeking greater returns, along with a realisation that many aspects of our operating model are out-dated and uneconomic.

From Market wide initiatives to the more internally focused change activities, transformation and technology projects consistently promise a panacea for supporting growth whilst improving operating ratios - but they often don't deliver their maximum potential. Most of us know this, but we frequently repeat the same behaviours. At LMForums, the Market's Networking and Thought Leadership group, our mission is to help businesses and practitioners grow in knowledge, understanding and confidence, to achieve both excellence and results.

WHY SHOULD I ATTEND?

- Understand how to effectively design and manage a transformation or technology implementation
- Learn from those who have done it successfully before
- Understand what "Best Practice" looks like in other industries
- Learn about different approaches and techniques such as customer journey redesign and have your own say, share your own experiences and leave the session armed with new ideas to implement in your business

WHO SHOULD JOIN?

Senior operations, transformation, change, and customer service professionals, functional leads, and anyone involved in a transformation.

This business transformation special event, co-hosted by OEE Consulting and AXA, will explore how insurance firms ensure that their efforts deliver the ROI committed in the original business case. Martin Gibson and Hervé Mazenod, from OEE Consulting, will draw on trends and examples from other industries to demonstrate how insurance might be able to think differently to enable success.

Simon Buckley and Patrick Nickolls from AXA will then talk through a case study of how they successfully built, integrated and rolled out an underwriting work management model to deliver efficiencies and capacity increases, and ready the organisation for robotic process automation (RPA).

Delegates will be able to freely interact with our guest speakers during the session and participate in a group workshop style activity at our lively "round tables".

Join us afterwards for our popular networking drinks and canapés, kindly sponsored by OEE Consulting, in the amazing Garden Room at the delightful City of London Club, 5 minutes walk from the Lloyd's Building.

Programme:

- 3.15pm - 3.30pm - Registration
- 3.30pm - 3.40pm - Welcome and opening remarks
- 3.40pm - 4.05pm - Making transformation pay - OEE Consulting
- 4.05pm - 4.30pm - Delivering technology change successfully - AXA
- 4.30pm - 5.15pm - Workshop exercise - round tables
- 5.15pm - 5.30pm - Facilitated group feedback
- 5.30pm - 5.40pm - Final conclusions
- 5.45pm - 8.00pm - Networking drinks

Headline sponsor:



Guest speakers
from AXA:



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Hervé Mazenod
 Director, OEE Consulting

Hervé is a Director of OEE Consulting.

He has over 20 years of consulting experience, 13 of which have been in Financial Services, leading large multi-country transformation programmes.

Prior to his consulting career, Hervé held management positions in large FMCG organisations. He is known for his engaging and inclusive style and he leads his teams with equal doses of calmness and support. He is especially keen to solve complex problems in innovative ways.

Hervé has been at the forefront of developing OEE Consulting's approach to quantifying operational performance losses, and helping organisations minimise these.



Martin Gibson
 Director, OEE Consulting

Martin is a Director of OEE Consulting.

He has been involved in operational transformation and improvement throughout his career. Recent projects have included running an EMEA training programme for a large banking group, reducing aircraft maintenance time for a well-known travel business, and delivering an industry-leading customer journey redesign for a challenger bank.

Prior to OEE Consulting, Martin was a senior officer in the RAF, where amongst other projects he managed a joint industry/ Government team to deliver a £500m helicopter maintenance contract.



Patrick Nickolls
 Head of CLI Operations Practices- AXA

Patrick is relatively new into the Insurance industry but has a

wealth of experience working in both the private and public sectors including a number of years with the Financial Services during his time as a Lean consultant. Patrick's experience brings a breadth of knowledge in business change, people engagement and can pull on a variety of best practices seen throughout his career to enable positive change.

He is currently Head of Operational Practices at AXA Commercial Lines where he is charged with creating a culture of service excellence, quality and continuous improvement to ensure the business strategy is embedded.



Simon Buckley
 Head of Strategy, Change & Operations - AXA

Simon has over 30 years' experience in

Financial Services across all spectrums; life & pensions, credit and general insurance. He is a Lean / 6 sigma Master Black Belt and for the last 12 years he has specialised in leading cultural and customer focused business transformation programmes.

He is currently Head of Strategy, Change and Operations at AXA Commercial Lines where he is responsible for delivering the change agenda needed to achieve their '2020 Ambition'.



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Event open to any employee of an insurer, (re)insurer, broker, Managing Agent, MGA, Coverholder, Lloyd's, IUA, LIIBA, BIIBA, the Regulator, You do not need to be a member to attend

If you have any questions, please contact us at info@Imforums.com