

Risk Performance Optimization (RPO)

Integrated Casualty Consulting



Risk management outcomes are a function of the quality of the business processes that influence them. Improve the business processes that may influence exposure to risk & claims, and the outcomes will improve.

Yet, execution is not always easy. Preventing loss and managing claims is not a linear process. Risk managers do not own the business processes that may introduce risk. Departments, such as human resources, safety, claim administration, legal, business operations, leadership, finance, information technology, third party suppliers, etc. must communicate effectively to achieve optimal results.

To meet the challenges associated with improving the collective processes that drive claim outcomes and costs, WTW has developed Risk Performance Optimization (RPO), an advisory service led by our senior consultants to improve daily risk management execution.

Benefits of RPO

- Supports a cohesive pre-through post-loss risk management strategic plan
- Identifies opportunities for cost (total cost of risk, TCOR) savings and containment with recommendations on how to achieve better results
- Ensures that processes are optimal to support consistent, timely and informed insurance, claims, and risk management decisions
- Identifies workflow modifications to optimize day-to-day risk management activities through improved use of technology and modernization of approach
- Assesses risk staffing structures, adequacy and performance metrics to ensure all stakeholders have appropriate levels of shared accountabilities to support alignment and collaborative behavior
- Identifies where resources may exist that should be supporting risk management; examines quality and how to optimize their value

Our Risk Performance Optimization method

The foundation of Risk Performance Optimization is our facilitated conversations with key personnel serving in cross-functional roles that may influence risk management quality and claim outcomes. Our dialogue sessions are intended to leverage free-flowing discussion with representatives from key stakeholder functions to probe deeper into their daily activities and help move the organization to an improved state of execution.

We can tailor to lines of coverage and holistically examine:

- Processes for setting risk management strategy and governing execution
- Risk management structure, culture and sponsorship
- Total cost of risk and initiatives to reduce costs
- Safety and risk control programs and objectives
- Claim management programs and objectives
- Risk information analytics and data management effectiveness

Our engagements are led by our senior consultants to inform our insights and recommendations. We look for inconsistencies and opportunities to move to an improved state of risk management execution. Our recommendations are practical and positions resources to support execution.

For RPO engagements to be successful, it is critical that engagement sponsors set the right environment to ensure candid exchange of information and embrace a willingness to consider alternative ways of doing things.

Organizations that practice a philosophy of continuous improvement benefit the most.

About WTW

At WTW (NASDAQ: WTW), we provide data-driven, insight-led solutions in the areas of people, risk and capital. Leveraging the global view and local expertise of our colleagues serving 140 countries and markets, we help you sharpen your strategy, enhance organizational resilience, motivate your workforce and maximize performance. Working shoulder to shoulder with you, we uncover opportunities for sustainable success — and provide perspective that moves you. Learn more at wtwco.com.



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Improving risk management quality



Risk stakeholder conversations



Consistent repeatable processes



Improvement baseline and performance metrics



Best practices and recommendations



Cost of risk reduction

For additional information contact:

Matthew Thomson

Risk Performance Consulting Director
Senior Principal
Integrated Casualty Consulting
matthew.thomson@wtwco.com

