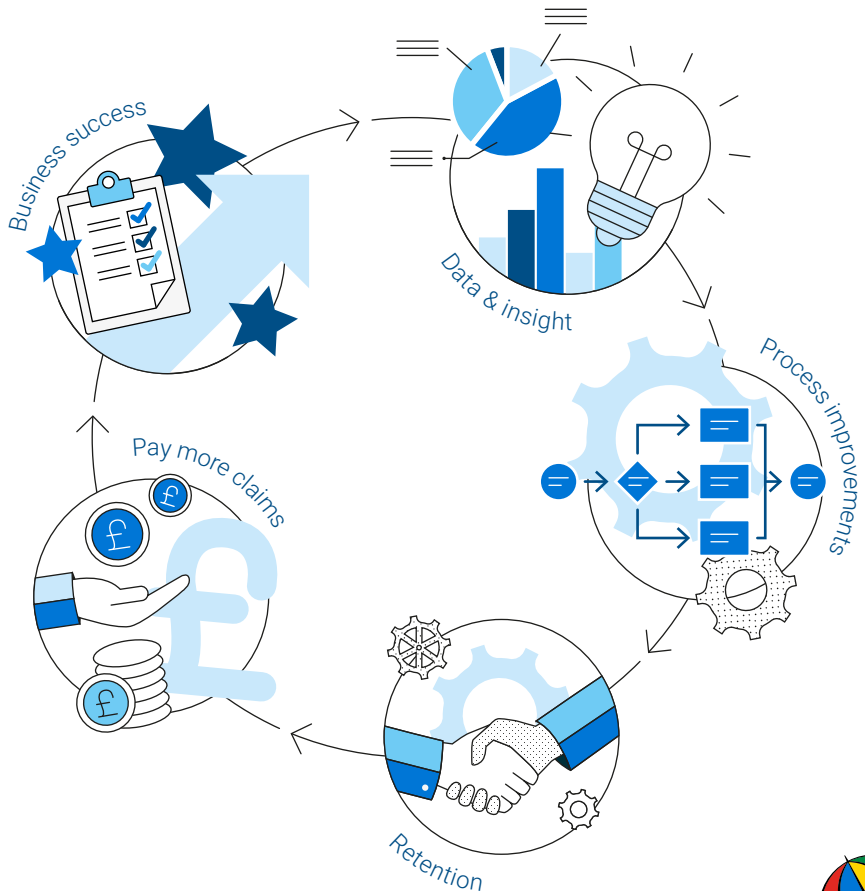


Distribution Quality Management Programme

Improving business quality and retention



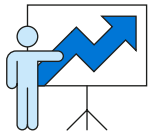
Helping to deliver better business outcomes

Our Distribution Quality Management programme helps you make improvements to your business through additional training, system and process changes, with hands-on support from our experts.

Each of the programme's strategies and tools has a dedicated purpose, with the common aim of improving business and customer outcomes.

You can take advantage of the following strategies and tools from our programme to help improve your protection business.

Free business consultancy



What is it?

A series of online best-practice review sessions. We also offer on-site detailed business consultancy reviews, free of charge.

What are the benefits?

Increasing your profitability, operational effectiveness, client satisfaction and outcomes.

Knowledge sharing and best practice



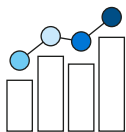
What is it?

Our years of experience working with a variety of firms has allowed us to gather meaningful knowledge about industry best practice.

What are the benefits?

Our knowledge helps identify and inform areas of risk and inefficient practices. Recommendations can include improving application quality or retention strategies.

Management information (MI)



What is it?

A cutting-edge tracking capability with a range of business key performance indicators.

What are the benefits?

Tracking allows identification of risks, opportunities and trends, giving us insights to share with you that can help improve performance and results.

Support materials



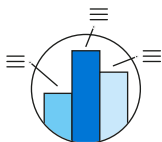
What is it?

A range of support materials for businesses to use for self-improvement, including digital booklets, case studies, and podcasts.

What are the benefits?

Our free materials share a range of innovative practices, strategies, insights and tips to help you perform at your best, for better client outcomes.

Visual analytics



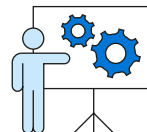
What is it?

Our expert team uses visual analytics software Tableau to understand the performance of any business and identify areas of enhancement.

What are the benefits?

We dig deeper into your metrics to identify discrete groups of clients that may be higher risk and show you how to improve business performance.

System training



What is it?

Training that helps you to get the most out of our systems.

What are the benefits?

Understanding how to use our systems to their full potential will help you manage your pipeline, and view notifications for potential lapses or cancellations helping you to retain your clients.

Ready for better business outcomes?

Contact your Business Development Manager to find out how we can help.

Or visit our [Distribution Quality Management hub](#) for access to the tools and support material.

Legal & General Assurance Society Limited.

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