

AXA BS Quality Audit Report



The report on the **Amicus AXA BS Quality Questionnaire** (October 2005) made two recommendations:

- There should be a survey of customers and analyses of business trends to establish the effects of offshoring on customer satisfaction, new business and business retention.
- There should be an independent review of the auditing procedures, driven by the feedback of the **AXA UK** staff who deal with work carried out by **AXA BS**.



After analysing the report and considering its findings **AXA** agreed to review the business trends within the UK and allow an **Amicus** team independent access to three departments to review the auditing procedures in respect of **AXA BS** audits and also interview the team members and managers responsible for this work.

Amicus agreed to visit one department each from **AXA Life**, **AXA Insurance** and **AXA Shared Services** to obtain a spread of data and feedback from across the group, deciding to visit the NPE support team in **AXA Life**, Bristol, the Claims IMU UK support team in **AXA Insurance**, Ipswich and the Financial Operations quality control team in **AXA Shared Services**, Lytham.



We would like to express our thanks to the management and staff at all three sites as they were all completely open in their feedback and provided access to all systems and data requested.

The AXA BS Audit Review & Business Trend Report makes a number of recommendations in respect of:

- The business trend analysis and business retention information that AXA should collect and use
- The costs of compensation paid to dissatisfied customers pre and post offshoring
- The resources required for adequate quality auditing and the impact of this on business cases.
- The need to measure the actual "customer experience"
- The need to investigate and resolve cultural issues and barriers that impact on the role
- The logging of complaints
- The many basic IT issues that still require manual workarounds
- The need for open and honest feedback between employees in the UK and India
- The obsession with quality audit scores in some areas
- The need to get the other side of the story direct from AXA BS

Please contact your local Amicus representative if you would like a copy of the report. There is a full list of the Amicus reps on our website: