

HSB Professional Loss Control quality management process

HSB Professional Loss Control is part of Munich Re

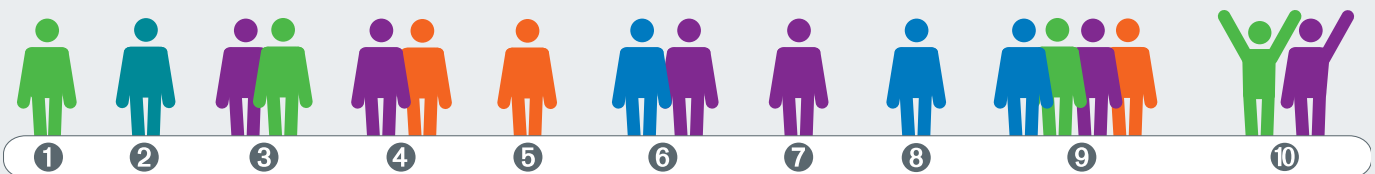
HSB Professional Loss Control (PLC) is part of Hartford Steam Boiler (HSB), a subsidiary of Munich Re. Munich Re stands for exceptional risk solutions, consistent risk management, financial stability, and client proximity. Munich Re — which pursues an integrated business model consisting of insurance and reinsurance — is one of the world's leading reinsurers.

HSB is a leading specialty insurer providing equipment breakdown, other specialty coverages, inspection services, and engineering-based risk management that set the standard for excellence worldwide. We anticipate risks and provide forward-thinking solutions that render tomorrow's world insurable.

The importance of quality control

Property loss control is an area where mistakes can be more than just costly. That's why HSB PLC's Quality Management Program (QMP) ensures that no report is delivered until it passes a rigorous series of internal reviews. Our clients benefit from a timely, accurate report tailored to specific needs.

Quality management process



- ① **HSB PLC client** meets with HSB PLC officer to establish requirements and scope of services
- ② **HSB PLC officer** selects **project manager** and client service coordinator
- ③ **Project manager** prepares service plan and reviews it with client to ensure that requirements are met
- ④ **Project manager** picks consultants and orients team on client's service plan

- ⑤ **Consultant(s)** perform inspections and prepare report
- ⑥ **Client service coordinator** updates work status, forwards report to project manager
- ⑦ **Project manager** reviews report for technical content and forwards to client service coordinator
- ⑧ **Client service coordinator** reviews report for style and conformance with service plan

- ⑨ **Client service coordinator** distributes final report to client, project manager, and consultant(s)
- ⑩ **Project manager communicates regularly with client to measure service quality. Project manager also monitors:**
 - Work status
 - Cost control
 - Change
 - Testing

The next step

The project manager assembles a highly qualified team of HSB PLC professionals to serve each account and orients them to the service plan. For the duration of the project, the project manager actively monitors:

Work status – Sets milestones for task completion

Cost structure – Ensures adherence to the project budget

Workflow changes – Makes adjustments to the service plan, inspection team, etc.

Water/alarm testing – Supervises water/alarm testing and acceptance procedures

Our consultants conduct scheduled surveys and prepare reports (formatted to client specifications as detailed in the service plan) to document their findings.

Reports are reviewed for technical content by the project manager and client service coordinator to ensure that all elements of the service plan have been addressed. Review criteria include:

Consistency – Loss expectancy and recommendations for similar hazards

Completeness – Narratives, calculations, test results, etc.

Accuracy – Appropriate standards applied correctly

Problems – Immediate client notification of:

- Large loss potential/fire system impairments/improperly closed valves
- Other serious problems found

After the review has been completed, the project manager documents the review and provides it to the consultant who prepared the report. Reviews are graded and used to support our continuous improvement process. Periodic process audits are also conducted to ensure quality.

Reviews are completed within five days of the report delivery date. After the consultant has made any necessary corrections (as confirmed by a follow-up review), the report is delivered using the client's preferred delivery method. Completed reports are stored by HSB PLC for three years or as per specific requirements.

Throughout the QMP process, your client service coordinator tracks work status using our proprietary account management information tool. We can arrange regularly scheduled status reports and even provide location-specific status and assignment information.

Epitomizing personalized service and attention to detail, HSB's PLC QMP is yet another feature that separates us from the pack.