

A sharper picture of complex files.

The teamthink solution.

Free yourself from the limitations of legacy quality assurance systems. **teamthink** is the powerful, fully customizable solution that delivers efficient, accurate, and easy-to-use results – for even the most complex needs. You'll see exactly where performance falls short and determine how specific processes and behaviors directly affect the bottom line. Our unsurpassed technology, combined with our expertise and experience, results in the greatest gains for your organization.

"In our company, a lot of people often work on a single file, which made it hard to fairly evaluate their individual performance. With QLR, we have a clear understanding of each person's work, while still seeing the quality of the whole file. This has been a big step forward in helping us meet our goals."

Quality Director,
Fortune 100 Insurance Company

Expand the potential of teamthink.

When leading insurers worldwide outgrow their quality assurance tools, they choose **teamthink**, Athenium's powerful performance improvement solution. For even greater capabilities across the entire QA process, they add fully integrated **teamthink** Expansion Modules. The Question-Level Responsibility (QLR) Expansion Module provides QA and business managers with a comprehensive understanding of the performance of individuals and groups. The result is a compelling decision-making tool that brings extra value to the QA process.

Drill deeper for precision file reviews.

Quality assurance reviewers face a challenge when they review a claims file or underwriting account that has been touched by multiple individuals and groups. Trying to accurately measure the performance of all contributors is difficult and time-consuming, if not virtually impossible. However, without such a practice, feedback will be incomplete, leaving quality problems unidentified.

The **teamthink** Question-Level Responsibility Expansion Module solves this common and exacting problem. With QLR, you can precisely capture and analyze each individual's or group's impact on a file. By assigning specific responsibility on a question-by-question basis, you can clearly understand complex performance issues and take decisive action.

Improve accuracy.

By taking into account each contributor's performance, QLR delivers a significantly sharper and more comprehensive picture of all the activities that have taken place across the life of the claim, policy, or account. In addition to seeing the combined performance of all contributors, QLR isolates the performance of appraisers, loss control specialists, first report unit, or any other contributing individual or group.

Deepen insight.

Get a comprehensive, detailed look into each step of the claims or underwriting process. In addition to analyzing the results of process steps that were performed by different people, reviewers can measure multiple contributors to the same process step. Results for individuals can also be collected into composite results for their supervisor or manager.

Improve QA. Improve Results.

Athenium develops and delivers **teamthink**, the innovative, flexible performance improvement suite for insurers worldwide. By partnering with Athenium, QA reviewers increase efficiency and receive more reliable, meaningful information about individual and team performance. Advanced measurement, analytics, and reporting capabilities provide instant, actionable feedback, for decision-making that positively impacts performance, customer satisfaction, and financial outcomes.

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Greater productivity.

QLR captures all the performance details from all contributors in a single pass, for more efficient audits that reflect exactly how well each procedure was followed, and how it affected the overall file. This convenient review process allows your staff to move more quickly to other tasks, while providing clearer, more detailed results.

Results that matter.

Pinpoint accuracy. Detailed results. Increased productivity. These key ingredients of **teamthink**'s QLR Expansion Module enable your organization to meet its quality needs as never before. Quality Assurance managers will have the tools to meet their audit goals in less time, with greater convenience and more valuable results. Business managers will gain the meaningful insights they need to more clearly understand staff challenges, remove the guesswork, and take actions that strengthen the performance of their staff and the entire organization.

Other teamthink Expansion Modules

Talk to Athenium about our other optional Expansion Modules, and extend **teamthink** capabilities across the entire QA review process:

Development Planning: Analyze audit results, develop action plans, and track ongoing progress for individuals and groups.

File Selection and Assignment: Automatically select and assign a statistically valid sample of files according to your criteria, freeing your valuable employees to focus on higher-level tasks.

Data Integration: Efficiently transform data from spreadsheets, databases, and legacy systems and load it into **teamthink**, for comprehensive, up-to-date information.

Snapshot: Retain a copy of your entire **teamthink** operating environment at a specific point in time, with tightly controlled access, for records retention purposes.

Athenium

Performance Improvement Solutions

