CHUBB

Maturity Model

1

Heroes

- Few processes
- Ad hoc
- Tribal knowledge
- Friction, confusion, and underperformance

2

Defined

- Key processes are defined but not applied by 100% of the people 100% of the time
- Less friction

3

Managed

- People have enthusiasm and pride
- Processes are defined and managed
- Performance is good

4 Quantitatively

Managed

- All processes have KPIs
- All units have scoreboards

5

World Class

- Zero defects
- Continuous improvement
- Agile
- Fewer people, doing more, paid highest in the industry
- Greater than 2x industry average performance

Chubb. Insured.[™]

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