

MONTANA STATE FUND
Operational Excellence Committee
December 9, 2021 – 3:00 p.m.
Montana State Fund Office Building
855 Front Street, Helena, Montana

Committee Members

Dexter Thiel, Chair

Michael Marsh

Jan VanRiper

The meeting will be streamed live on the internet.
Visit <https://www.youtube.com/user/MTStateFund> to access the stream.

- I. Meeting Preliminaries (3:00 p.m.)**
 - A. Call to Order

- II. Committee Chair’s Items of Discussion (3:05 p.m.) – Dexter Thiel**
 - A. Committee Introductions
 - B. Committee Name Discussion and Governance
 - Powers/Duties
 - Motion Process
 - Reporting
 - C. Communication Protocols
 - Board Members
 - MSF Staff
 - Members of the Public

- III. Committee Processes (3:35 p.m.)**
 - A. Board Members Contributions to MSF Excellence
 - B. Process for hearing customer concerns
 - Identify customers
 - Determine process to educate and develop better relations
 - Determine the Board’s role in customer service process
 - Explore MSF’s treatment of and relationship to policyholders
 - Culture
 - Training
 - C. Determine Committee Focus

- IV. PBRI Update (4:20 p.m.)**
 - A. Introduction – Notice of Closure of Meeting – Dexter Theil, Committee Chair
 - B. Meeting Closed to the Public
 - C. Reopen Meeting

- V. Old Business/New Business (4:50 p.m.)**

VI. Public Comment (4:55 p.m.)

Times are approximate, and items may be on the agenda earlier or later than stated.

The Montana State Fund makes reasonable accommodations for any known disability that may interfere with a person's ability to participate in state government. Persons needing accommodations must contact Ms. Verna Boucher at the Montana State Fund no later than December 6, 2021 by calling 495-5000 (TTD 495-5030) or writing to Montana State Fund Executive Offices, P.O. Box 4759, Helena, MT 59604, to allow adequate time to make arrangements.