

MONTANA STATE FUND
Operational Excellence Committee
August 19, 2024 - 12:00 p.m.
Montana State Fund Office Building
855 Front Street, Helena, Montana

Committee Members

Dexter Thiel, Chair
Michael Marsh
Nancy Butler

Virtual Only

- I. Meeting Preliminaries (12:00 p.m.)**
 - A. Call to Order/Welcome
 - B. June 13, 2024 Operational Excellence Committee Meeting Minutes – *Committee Action*
- II. Enterprise Scorecard and 2024 Strategy – Ryan Sanders, Senior Enterprise Solutions Engineer and Verena Maeder, VP, Organizational Health (12:05 p.m.)**
- III. How to better build a communication and information pathway for customers and safety – Chair Thiel (12:25 p.m.)**
- IV. IE Survey Results – Matt Mandell, Assistant, VP (12:45 p.m.)**
- V. Claims Center Project (1:05 p.m.)**
- VI. Invoice Fixes – Jenny Harris, Customer Service Specialist Manager and Madison Graham, Customer Service Specialist Trainer (1:25 p.m.)**
- VII. Old Business/New Business (1:45 p.m.)**
- VIII. Public Comment (1:50 p.m.)**

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

Public Participation in the Board Meeting

The public may attend the meeting and offer public comment in the meeting room or provide public comment in writing.

Written public comments may be submitted either through the online form <https://form.jotform.com/SafeMT/msf-public-participation> for written comment or by mailing the comments to Montana State Fund, Attn. Verna Boucher, P.O. Box 4759, Helena, MT 59604. Comments provided by 5 p.m. on Tuesday, August 13, 2024 will be given to the Committee at the meeting. Comments provided after that time will be given to the Committee at the next meeting.

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 August 13, 2024 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.