



209:Metrics Methodologies

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Faculty Biographies

Michael F. Cunningham

Michael F. Cunningham is assistant vice president, staff counsel for Infinity Insurance Company in Birmingham, Alabama. Infinity Insurance is the second largest non-standard insurance carrier in the country.

Mr. Cunningham previously was the managing attorney for Infinity's staff counsel in Orlando. He has also worked for Nationwide Insurance in Ohio and Florida and Arter & Hadden, a large private defense firm.

Mr. Cunningham recently wrote an article on the application of the Fair Labor Standards Act to the insurance industry and other businesses for the *ACC Docket*. He also lectured at ACC's 2002 Annual Meeting on the topic of Managing Diversity in the Workplace.

Mr. Cunningham graduated, summa cum laude, from Case Western Reserve University in Cleveland, Ohio and played outside linebacker on the Spartan's football team. He attended the Ohio State University College of Law and graduated with highest honors.

Michael S. Houlden

Managing Attorney

American International Group, Inc.

Brian T. Kenner

Vice President, Staff Legal Services

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M. Joseph Meynier, IV

Maurice J. Meynier, IV is the managing attorney of the Houston staff counsel office for Progressive Casualty Insurance Company. His responsibilities include managing the office's attorneys and staff and providing a defense for Progressive and its insureds. Mr. Meynier began working at Progressive as an associate attorney.

Prior to joining Progressive, Mr. Meynier worked as an associate attorney for Farmer's in their Houston staff counsel office. Prior to working at Farmers, Mr. Meynier handled cases for Travelers at an outside firm, and his practice focused primarily on insurance defense, worker's compensation, subrogation, personal injury, and general civil litigation.

Mr. Meynier is a member of the Houston Bar Association, ABA, Houston Young Lawyers Association, and is a Certified Mediator.

Mr. Meynier received a BS from Louisiana State University and is a graduate of the South Texas College of Law.




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Michael Houlden
Michael Cunningham
Brian Kenner
Joe Meynier

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Metrics Methodologies

- What needs to be measured and why?
- Operational Metrics
- Financial Metrics
- Transactional Metrics
- Quality Assurance
- Technology
- Discipline

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Metrics Methodologies

- What needs to be measured and why
 - What are the company goals (how is success measured?). For a typical property and casualty insurance company, these may include:
 - Underwriting Profits
 - Indemnity Savings
 - Loss Ratios
 - Loss Adjustment Expense Savings
 - Legal Costs per File Savings

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Metrics Methodologies

- What use will be made of the data and information obtained?
 - Who will use the information?
 - Executive Management
 - Litigation Management
 - Claims Management
 - Client
 - Performance Measurements
 - Performance Comparisons

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Metrics Methodologies

- Typical Litigation Financial Metrics
 - Bill Review
 - Hourly Rate
 - Litigation Budgets
 - Cost per file
 - Indemnity Comparisons

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Metrics Methodologies

- Typical Litigation Operational Metrics
 - Actual expense to budget
 - Savings compared to baseline
 - Savings compared to competition
 - Growth of business targets

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Metrics Methodologies

- Typical Transactional Metrics
 - Caseloads
 - Attorney/Support Staff Ratios
 - Duration/Shelf Life
 - Average Hours Per Closed File

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Metrics Methodologies

- Quality Assurance
 - Guideline Compliance
 - Reporting/Customer Service
 - Trial Results
 - Metrics as a Coaching tool

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Metrics Methodologies

- Technology
 - Investment in appropriate programs
 - GIGO

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Metrics Methodologies

- Discipline

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