### Consistent Policy Administration 100

1. Remember: Your role is ________________________________

2. Your responsibility is to: Be a ______________________ of the company,
AND ______________________

3. To become effective at policy administration, you have to first become a:
Perfect ______________________

4. The first step in IPAC is I _______________ – correctly state the issue.

5. In the space below, write down a statement of the issue regarding On-Time Ozzy: ________________________________

6. The second step of IPAC is P ___________ – identify the policy and understand the reasons for the policy. The key in step 2 is to understand and honor the ______________________ of the policy, while serving the ___________ effectively.

7. The third step of IPAC is A ___________ – analyze the facts and relevant policies to resolve the issues.

8. The final step of IPAC is C ___________ – make a decision and resolve the matter.

9. Review:
   - Consistent policy administration leads to happy field reps; and the key to consistent policy administration is to become a perfect problem solver
   - Perfect Problem Solving is assisting field reps in solving challenges and resolving issues that involve your company’s policies
   - Sometimes, field reps know resolving their problem involves a policy, sometimes they don’t.
Consistent Policy Administration 100 – Continued

- As a service giver, your responsibility is to (a) be a steward of the company, and (b) help the field rep solve their problem in a way that fosters their success and helps them feel positive about being with your company.
- At the heart of Perfect Problem Solving is a methodology that we call IPAC™, which stands for Issue, Policy, Analysis, and Conclusion.
- The way you resolve policy issues has a strong impact on whether your field reps decide to stay with your company or leave.

Notes: