

# Quality Assurance Signature Service



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## Our Emphasis on Quality

Quality Assurance is not an abstract concept in benefit administration; it’s the “nitty gritty.” It covers all plan activities from design to development, production, implementation, servicing and documentation. “QA” requires understanding the myriad of components related to service delivery, management, production, and inspection processes— and these are not limited to the documentation— this means understanding and interpreting how the plan really works for the plan sponsor and its participants.

Balsers Companies has observed quality service for nearly 40 years, initially creating homegrown methods through calendar systems and person-to-person contact to assess the effectiveness of our plan administration. Recently, Balsers’ management team initiated Balance Scorecard techniques for each business unit, allowing us to discuss and find synergies among overlapping client services.

Nonqualified plans touch upon many areas of financial services, reporting and administration, so making connections is important. All in all, Balsers Companies recognizes that the main goal of Quality Assurance is to ensure that the service fulfills or exceeds customer expectations.

### ELEMENTS OF OUR QUALITY ASSURANCE

**Infrastructure** (as it enhances functionality): management, peers and IT support.

**Elements** such as controls, master calendar, service level agreements, time management, adequate processes, performance and integrity criteria and keeping of records.

**Competence** such as knowledge, skills, experience, qualifications.

**Soft elements**, such as personal integrity, ethics, confidence, organizational culture, motivation, enthusiasm and quality relationships.

