

Quality & Reliability Client Services



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Quality service delivery requires management, production, and inspection processes.

Emphasis on Quality Service

Along with all the bells and whistles our systems and people offer clients/participants/insured employees-- we understand that in benefit recordkeeping role, accuracy and reliability trump everything else.

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.

Balser Companies monitors and enhances its signature "high touch" service.

Balser Companies has observed quality service procedures 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, Balser's 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, Balser Companies recognizes that the main goal of Quality Assurance is to ensure that the service fulfills or exceeds customer expectations.

