

Zurich X-Ray Program

Zurich's interview-based X-Ray Program assesses areas of corporate culture, management and communication that affect a company's operations. The program measures the differences or gaps between management expectations and field perceptions and provides practical solutions through information gathered and lessons learned to help a company achieve operational excellence.

The challenge

Aligning management expectations with field execution is a challenge in any industry. The high-pressure and high-risk nature of construction often complicates cultural and communication obstacles, which can have a significant impact on your organization's overall risk exposure.

Industry studies and customer observations, as well as Zurich's experience, indicate a workforce that understands and effectively implements a company's operational procedures often helps improve quality and productivity, as well as increased employee satisfaction.

Our solution

Designed to identify obstacles impacting operational efficiency, Zurich's X-Ray Program establishes a corporate baseline through a series of management interviews. These

interviews examine categories such as demographics, corporate culture, risk hazard analysis, education and training, project considerations and more. This assessment is then conducted within other levels of the organization to determine if gaps or conflicts exist that may have the potential to generate disruption, loss or unforeseen risk.

Upon completion of the interview process, Zurich's risk engineering team compiles and analyzes the company's interview results, comparing the organization's corporate baseline to field input. Using these results, Zurich works with the company to develop a detailed action plan designed to mitigate identified issues. This action plan can become the roadmap to help improve operations and ultimately provide a safer and more productive workplace.

For more information

To learn more about Zurich's X-Ray Program, please contact your risk engineering account coordinator.

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