

# Business Consulting Services

Overcome your agency challenges and gain valuable insight with our highly experienced consulting services!

- Policies & procedures
- Communication
- Training and development
- Data analytics
- Finding growth opportunities within your book
- Carrier management
- Customer focus
- Steps to achieve the Five Star Designation
- Creating a plan for improvement and follow up
- And more!

***Maybe you're ready to tackle our industry's toughest challenge...***

## **Five Star Agency Designation Program**

Awarded to the best of the best independent insurance agencies in Massachusetts, MAIA's consultative Five Star process takes place at your site. We provide a detailed report of your strengths and areas for improvement, and you gain valuable insight into your organization.



- ★ Customer Focus
- ★ Management/Leadership
- ★ Human Resources
- ★ Product and Process
- ★ Future Success Initiatives

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