

module 04 | Monitoring and Supervision



Objective

Gain detailed knowledge of the results of the different recovery management processes and to verify the effectiveness of the handling.

The **aspects that can be analyzed** are:

- Management indicators
- Technical management of procedures
- Management of Training and Resources
- Management of agreements in accordance with the commitments undertaken therein
- Quality management



Technical Recovery Monitoring

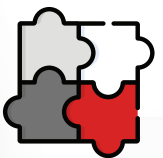


Monitoring and Management Report

Contains **the methodology used, the aspects analyzed, and the observations and recommendations** deemed necessary in each case. This will be done by designing a template that covers these aspects.

You should **have the following information**:

- Description of the deviation;
- Analysis of the root cause of the deviation;
- Corrective/preventive action proposed;
- Start and end dates for implementing the action;
- Person responsible for the action(s).



Action plan

Indicators

We should not forget that the management of recovery case files is relevant to the company because of **the impact it can have on the main claims indicators**.

