On November 27, the Pathways Scholarship students traveled to Motorists Insurance, located in the downtown Columbus Discovery District. Motorists Insurance Group is a mutual company with 1200 associates, over $800 million in annual revenue, and assets in excess of $2.5 billion under management. The students received an overview of Motorists history since its founding in 1928, as well as a summary of the business model for a mutual insurance company from Brad Higgins, AVP Supply Management Services (SMS). The SMS department consists of 9 associates that work on all aspects of the supply chain including spend management, contract management, and negotiations. SMS partners with all business units within Motorists and has generated an impact of over $28M since its inception.

The students toured the Enterprise Excellence center. The Enterprise Excellence group, led by Drew Buenger, works with businesses across Motorists to apply value stream mapping, kaizen and gemba techniques to streamline and improve processes. The students also met with CFO Susan Haack and her financial leadership team in the corporate boardroom. The final stop of the tour was a walkthrough of Motorist’s innovation space that was created to promote collaboration and an open work environment to transform the organization’s policy, billing, and claims platforms.

Upcoming Events

- November 28, resume and headshot consultation, on campus

Mi Kyong Newsom, PhD, Program Leader (Newsom.25@osu.edu)
Ken Boyer, PhD, Chair, Management Sciences Department (Boyer.9@osu.edu)

https://fisher.osu.edu/academic-departments/management-sciences/pathways-program

Pathways Scholars at Motorists Insurance, Columbus, Nov. 7, 2016 (w Brad Higgins, AVP Supply Management Services)
Drew Buenger, Enterprise Excellence, explains the process of creating a Future State Map for the Accounts Payable Process

Pathways Group meets in the Motorists Boardroom with CFO Sue Haack and Team

Innovation Space for Business Transformation

The Ohio State University
Fisher College of Business