

A Comprehensive Objective Performance Evaluation of the Accident Compensation Corporation of New Zealand's Main Branches.

M. Meimand, B. Cavana, R. Laking

Bob.Cavana@vuw.ac.nz

The Accident Compensation Corporation (ACC) of New Zealand is a large Government owned organisation. It performs the role of insurer against the risk of personal injury accidents for all New Zealand residents. ACC has 33 main branches. This thesis develops an objective performance measurement methodology and applies this methodology to characterise and document the revealed best practice in branch performance. The methodology developed is predominantly based on Survival Regression and Data Envelopment Analysis. Performance drivers discovered as part of the characterisation have been documented. Objective performance targets have been hypothesised for those branches which are not recognised as best of class performers, these targets if achieved would bring the branch up to the best observed performance level.