



NAIIA

NATIONAL
ASSOCIATION OF
INDEPENDENT
INSURANCE
ADJUSTERS

**LOCAL
LOYAL
LEADERS**



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MISSION

The NAIIA mission is to promote the highest standards of claims excellence and professionalism of its members through education, training and leadership engagement.

VISION

Consistent Excellence

Delivering unwavering quality in all our endeavors

Distinguished Professionals

Industry leaders providing creative solutions through collaboration and association

Community Engagement

Collectively and individually making a positive and lasting impact on our members, industry and local community

OUR ENVISIONED FUTURE

In 2021, NAIIA will remain the brand of choice and a premier association of claims excellence and distinguished professionals thriving in our communities amidst an ongoing sea of change.

As a result of the feedback you shared, we have created strategic objectives with an aim to help the organization and each member firm succeed. These three-year strategic objectives have been designed to realize our core philosophies and contribute to the quality and sustainability of this esteemed organization.

Thank you for sharing your feedback which contributes to sustaining an organization that serves the needs of our members which we can collectively take pride in.

We recognize the effectiveness of our outcomes will depend upon successful implementation and execution and we invite you to share in these efforts with us.

We look forward to working together to propel NAIIA forward into a bright future.

Sincerely,
The NAIIA Strategic Initiative Committee
Susan Daniels, Dave Hausch, Joel Moore,
Mike Csom, Brian Harlow, and Peter Schifrin



NAIIA THREE YEAR FOCUS



1. Focus On the Needs of Customers “Stakeholder Satisfaction”

NAIIA will promote a culture of growth that recognizes and responds to the challenges and sustainability of our Independent Adjusting firms. There is a shared interest among our members to gain access to prospective customers and claim opportunities.

2. Streamline Internal Business Process “Efficiency”

NAIIA, as an organization, will operate like a well-oiled machine to maximize results and keep the decision obvious for you to remain a member. We will leverage technology to keep members freed up to focus on critical business operations, adjuster efficiencies and expedient claim assignments.

3. Increase NAIIA Organizational Capacity “Knowledge & Innovation”

NAIIA is committed to offering solutions to adjusting firms who want to remain relevant and poised to continue to adapt in a global economy. We will create space for discussion and development on business and industry issues and continue to offer the highest caliber of education and training at Regional and Annual meetings.

4. Maintain Responsible Financial Stewardship “Financial Performance”

NAIIA’s financial success and longevity will be secured by investing in the needs of our members. We will continue to operate the business of the NAIIA with strong financial integrity, budget management, and sound resource allocation. We understand your bottom line is improved through access to clients, networks and knowledge.