

Organizational Participation Authorization Form

Research Title

Integrating Artificial Intelligence into Kaizen Practices: Leadership Strategies for Operational Excellence in Property and Casualty Insurance

Purpose of this Form

This form is for the **authorized representative** of your organization to grant organizational permission to participate in this doctoral research study. By signing this form, you acknowledge that eligible employees within your organization will be invited to voluntarily participate in short, anonymous online surveys (approximately 10–15 minutes each).

About the Research

The study examines how U.S.-based Property & Casualty (P&C) insurance companies are integrating Artificial Intelligence (AI) into operational workflows, with a particular focus on leadership strategies and the application of Kaizen continuous improvement principles.

The research seeks to capture diverse perspectives from leadership, technology professionals, and frontline employees to better understand organizational enablers, challenges, and related to AI integration.

Eligibility Criteria

Your organization was invited because it:

- Operates in the U.S.P&C insurance sector
- Has integrated or is actively integrating AI into operational processes

Target Participant Groups

Survey invitations will be distributed internally to employees within the following categories:

- Leadership roles directly involved in AI-related decision-making
- IT or technical roles involved in AI implementation
- Frontline or end-user roles interacting with AI-enabled tools

Three (3) separate survey questionnaires will be used, one for each participant group.

Participation numbers per group are targeted but not mandatory. Participation is voluntary and self-selected.

Survey Distribution Process

Survey links will be distributed internally by the authorized representative (or designated internal contact) to eligible employees.

The researcher will not receive names of invited employees and will not be informed which individuals choose to participate.

Timeline

Survey links will remain active for approximately two (2) weeks from the date of distribution. Reminder distribution may occur at the discretion of the authorized representative.

Confidentiality and Data Protection

- Participation is voluntary.
- Participants may choose not to answer any question.
- Participants may decline or withdraw from the study at any time without penalty.
- Survey responses are anonymous. All data collected is confidential. No names or identifying information will be linked to responses.
- Only the researcher will have access to raw survey data.
- Results will be reported in aggregate form only.

Benefits and Risks

There are no direct personal or financial benefits to participants. There are no known risks beyond those encountered in everyday professional reflection.

Findings may contribute to broader understanding of AI integration and operational excellence practices in the P&C insurance industry.

Contact Information

This research has been reviewed and approved by SSBM. If you have questions about the study, please contact:

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Authorization

By providing my **electronic signature**, I certify that:

- I am authorized to grant organizational permission for participation in this research study.
- I have read and understood the information above.
- I understand that participation by employees is voluntary.
- I authorize internal distribution of survey invitations to eligible employees.
- I understand that individual participants will provide their own informed consent prior to completing any survey.

Reference Copy - Not for Signature