



## **CASE STUDY: UNITED FEDERAL CREDIT UNION**

### **2013 - Governance Assessment, 2015 - Governance Progress Review & then 2017 - Governance & Strategic Planning**

In 2013, United Federal Credit Union (United) engaged Quantum Governance, L3C (Quantum Governance) in a Governance and Strategic Planning Assessment. Quantum Governance utilized a three-pronged approach, including: 1) an online survey, 2) interviews of all Board members and the Senior Leadership Team and 3) a thorough document review.

Following a recent merger, United was in the process of melding two Boards to create a new governance culture, and they wanted to increase their strategic planning and thinking skills. We made a number of recommendations which the credit union successfully put into practice. In 2015, our firm was then re-engaged by United to conduct another Governance Assessment and to review the credit union's progress since 2013. Since that time, the credit union had experienced changes in leadership and worked diligently to establish a stronger Board culture and strategic leadership.

As a result of the 2015 assessment, United made significant changes to its governance model, including adding directors to represent members from its multi-state footprint, changing the style and frequency of its Board meetings to accommodate directors from three different time zones and taking conscientious steps to connect their strategic plan more closely to the credit union's vision.

Happy with the results from the two prior engagements, United brought Quantum Governance back for a third time in 2017 to work again on the credit union's strategic plan, which included facilitating a planning retreat attended by all of the directors and Senior Leadership Team. The results of our 2017 pre-retreat survey revealed significant evolution in the credit union's governance practices and spoke to United's dedication to implementing Quantum Governance's recommendations following the prior assessment. United's hard work is demonstrative of the Board's commitment to achieving excellence on behalf of their credit union members.