

Service Improvement Meeting

1. Put employees at ease by holding the meeting in a distraction-free environment. Silence pagers, phones, etc.
2. State the purpose of the discussion: To identify obstacles that are in the way of delivering exceptional customer service.
3. Re-emphasize that continuous improvement is not directed at blaming people, but at improving processes.
4. Establish a cooperative environment at the meeting, following the rules for successful brainstorming.
5. Decide on a customer process on which to focus.
 - Ask, "What operational barriers impede our ability to provide exceptional service every time with this process?"
 - Set allotted time for brainstorming.
 - Record all obstacles on a flipchart or worksheet.
 - Encourage all participation, not permitting critical comments.
6. After discussion, select one or two obstacles that are a major source of customer complaints and frustration.
7. Generate as many potential solutions to the obstacle as possible. Often, the solution will be generated on the spot. The key is to keep an open mind and build on ideas. While not every solution presented will be feasible, it's important to respect the contribution.
8. For those solutions that will require time and study to implement, discuss and agree on who will be responsible to work on a solution and others who need to be involved. The more involvement from the team, the greater the resulting buy-in.
9. Set a date to report back on status of obstacle and solution.
10. Thank employees for being honest in the session and express confidence in their ability to come up with solutions and your willingness to help them.

Continuous Service Improvement

(Continued)

Process: _____

Barriers to Excellence	Potential Solutions