

PROBLEM SOLVING DRILL DOWN

Problem #1 (As Identified by the employees)	Drill Down (What is really causing the problem?)	Solutions (As discovered by the employees)	Action Plan
Example: <ul style="list-style-type: none"> ▪ Customers have a misconception about the service we provide ▪ Preconceived ideas of what we can do for them 	<ul style="list-style-type: none"> ▪ Put together a focus group of employees to determine specific things the customer is misinformed about ▪ Listen to employees to see if they are explaining things correctly 	<ul style="list-style-type: none"> ▪ Better informed/educate re what we can do 	<ul style="list-style-type: none"> ▪ Create a document (like a Q&A) that could go on the website or could be used to explain things to customers

Problem #2 (As Identified by the employees)	Drill Down (What is really causing the problem?)	Solutions (As discovered by the employees)	Action Plan

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Problem #3 (As Identified by the employees)	Drill Down (What is really causing the problem?)	Solutions (As discovered by the employees)	Action Plan

Problem #4 (As Identified by the employees)	Drill Down (What is really causing the problem?)	Solutions (As discovered by the employees)	Action Plan