

32  
Service  
①

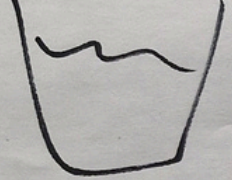
November!

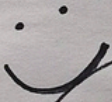
↳ Anon surveys - no contest


↳ 1 sends down

↳ 1 no contact

↳ 5 for all scores Not high

↳  - Everything dee

↳ New starter!  Kira

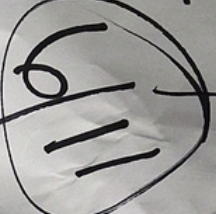
↳ Less pressure  Learn

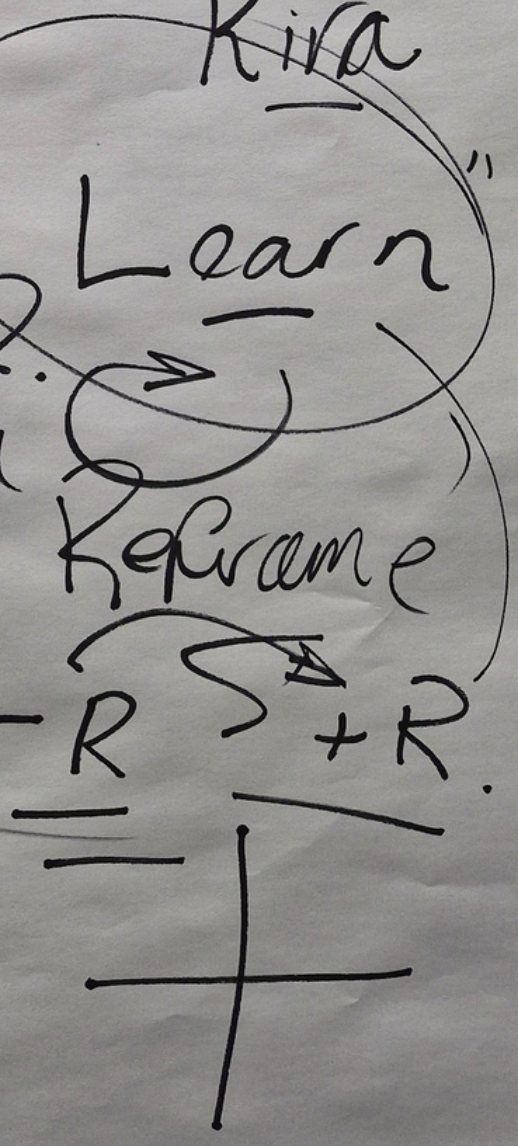
↳ Got a board - day

"Idea"

↳ Favourite quote - R S + R

Self-talk: C I ?

 All green





- Anton early in the month  
Continuous Improve

2

\* ① More meetings, consistency  
(Scheduling)

(More frequent)

WHATBT

Customer

Service

② - Identify bottlenecks → future ← ?

③ - Ownership of everything -  
(Job cards, mistakes, - Learn  
No hiding

④  
> Open job cards @ month end  
(I've tried things  
(Keep up to date - Accurate

⑤  
> Regular updates