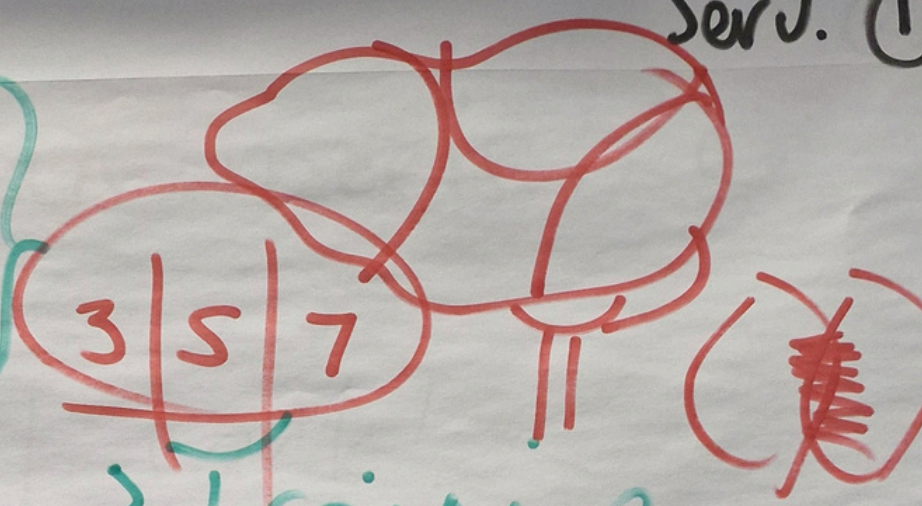


March:

- CS 83%
- PT 90%



FT: QC > Training

- Need a tock!

- Booked out a mtl

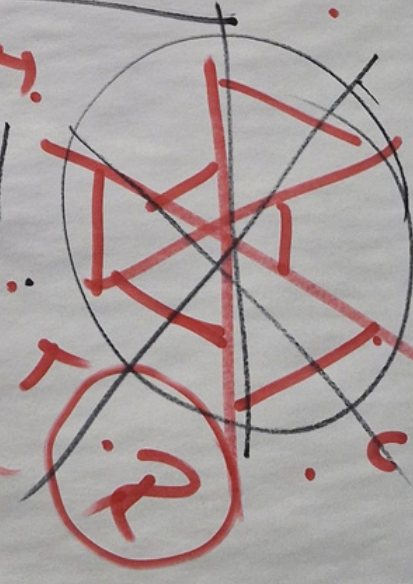
- faults - delays (docks are congestion)

80%

- Not got to me!

- Stop & understand

- Perspective



* More than meets the eye!

> Can't just sack! ←

> There are steps & processes toward improvements!

① ———— Time Nurture First

→ Minor behaviour

↳ Impacting others - 'Move past it'

- Doesn't involve anyone (1:1)

- Acknowledge significant 'stuff'

Help! → Ask for help - hard!

- Too busy (Feel weaker)

- Who...? (Then gossip)

① PATIENT

March:

③

- ✓

- Same, same!

- 28th - Thurs
- Fri. - 27th

- Great results

- "One of those days"

- 'Too busy'

- 53 cats + 3 in today

- 'Over booking' - All show up

- And buses.

- Finding more faults

Next question...

* A positive

Kim - 'I like my job'

Kim ✓

EES - Enforce Smoke breaks

(Sounds like service!)

- Don't agree!

- Gotten worse

- No consequences

- People treated

not differently =

- Warning system

No change
* Eq. Too much time off
(unplanned)

Quotes

- Verbal, written, final (5)
- No consequences

"At desk ..."
"Where is everyone?"

- Today: Flat out.
- Affects everyone - like Kim,
who takes calls

> Answer the phone ...

- Within 3 rings } Extend
- Not enforced } to 6 ...

Should be strict!

- Bounce back! (phone)

On other calls!

+ +

- Flat out

Vent!

- Here to support

- Resent others

(3 months)

- Case factor

Diff. Directions

- Impacts attitude!

> Environment tense

> Customer's sense it!

- Take action