

FEEDBACK + REVIEW

ACTIVITY	APPROVAL	DEFIN. OF DONE	ONGOING TASKS	OUTPUT
PRODUCT FEEDBACK CALL	RECEPTION	MADE CONTACT WITH CLIENT	OVER \$5K	SUMMARY TO TOOLBOX (LESS THAN "8" - TO MARCO)
PROJECT CLOSE OFF MEETING	SAGAR BERN. (P) (L)	REFLECTED + LEARNT	<ul style="list-style-type: none"> • TURNAROUND TIME OVER \$5K • BLOCKAGES • QUALITY 	REPORT IN ISO SYSTEM
LIFETIME TECHNICAL SUPPORT	KEVIN	CUSTOMER RESPONSE WITHIN 48 HR	BIG STUFF	REPORT IN ISO
ANNUAL CUSTOMER SURVEY	RECEPTION	JUNE CALLS		SUBMIT TO ISO + SEND TO MARCO
WEEKLY PROJECT MEETINGS	CHERRA	ALL JOBS DISCUSSED		OWN "TO DO" LIST
MONTHLY TOOLBOX	CHERRA	VISIBILITY, LEARN, PROBLEM - SOLVE, IMPROVE		UPDATE ISO
QUARTERLY IMPROVEMENT MEETINGS	MARCO	TEAM CONNECTION + ORG IMPROVEMENT		EVERYONE HAS GOALS + OBJECTIVES
ANNUAL OFFSITE STRAT PLANNING	MARCO	EVERYONE ALIGNED + EXCITED		PLAN ON A PAGE