



ROOT CAUSE ANALYSIS

Escalation Details					
Customer Name	Toyota Kirloskar Motor Pvt. Ltd	Customer Designation	Deputy Manager	Customer Email ID	maheshbg@toyota-kirloskar.co.in
Escalation ID	ML_ET_1000000676	Service Line	End User Management	Client	Toyota
Escalation Category	Staffing	Ticket number	-NA-	Escalation Received Date	21/11/2023
RCA Assignment date	23/11/2023	RCA Completion Date	30/11/2023	RCA Approved Date	08/1/2024
RCA Assignment team	End User Management	RCA Author(Esc Owner)	AshwinRe	RCA Co-authors	AshwinRe; Santosh Kulkarni;
Escalation Description	<p>B G Mahesh, -Deputy Manager of TKM ISWT team, has escalated to Sathish K with the below escalation comments This email is regarding concerns with the service delivery and lack of ownership displayed by Microland team regarding O365 services I had specifically asked key support persons to be physically present in Plant, which you also promised. However, on Monday, November 20, we faced a critical issue with our Senior Vice president, and your team was unavailable on the site Additionally, many of the diagnostic processes of which your team was completely unaware 1. No check done on the Teams Cache or other basic issues 2. Media logging is not enabled 3. Other than logging a call with Microsoft, no other activity performed 4. Even after communicating with your team, until today no member from the Teams domain reported, and additionally, no information was shared with me on who would be present in the plant. 5. No project management process was followed. No periodic updates unless I keep reminding FYI, there are activities lasting more than 3–4 months in the same state. 6. No reporting done by your team till today regarding the Teams issue which we are working on for the last 2 months. 7. In some domains, this team’s technical ability is severely limited to logging calls with Microsoft and nothing else. We even provided trainings on some of these areas with Microsoft, but no use. 8. No Proactive Initiatives on new Technology updates unless it are specifically driven from Toyota 9. Today, November 22, I do not have the presence of your team at the regular morning meeting, and there is no information to me. Please check on how you want to enhance these services, as we are losing confidence in this team day by day.</p>				



Root Cause Details	
ROOT CAUSE	Corrective Action
Reporting/Updating, Governance, Technical skills and non-availability of resources at plant.	Involved ML TDU team to fill the technical gaps. Necessary actions has been taken and requested the engineers to be available in plant , Enabled tech training for the engineers in order to enhance their technical domain skills. Updating teams issue report on need basis to the stake holders on regular daily connects. Participating in all the governance review meetings without fail.
Preventive Action	Target Closure Date
Tracking and monitoring the availability of engineers presence in the plant Strong governance in place to join the status meetings. Involved Microland TDU team for upskilling the technical knowledge of engineers .	31/12/2023

RCA Review Details			
Reviewer Name	SathishK	Date Reviewed	08/1/2024
Approval Status	Approved	Reason for rejection (if rejected):	

Updates		
Date	Owner	Details
03/1/2024	Ashwin Reddy	Involved ML TDU team to fill in the gaps interms of technology area prepared roster and informing to customers on daily basis on the resources availability in customer location teams report been sharing on daily call without any miss
15/12/2023	Ashwin Reddy	Enabling Training Sessions for skillset gaps , also engaged ML CoE to enable best practices . Prepared an roaster and updating to stakeholders on daily basis, ensuring team members are present in customer location bidadi. Regular updates are being shared to the stakeholders on a timely manner. Detailed teams network has been



		reviewed with customers indicating problem is related to network area and recommended to perform complete network assesment.
--	--	--