

Quality Assignment

Pouria Pazhouhesh

To Curly,

I've been reviewing the data you provided from the customer service desk for the last seven weeks. I'm glad to share the findings and suggest ways to enhance performance. To meet your request for clarity and effectiveness, I employed various quality improvement tools, including a check sheet, a Pareto diagram, run charts, and a Cause-and-Effect diagram.

1. Check Sheet: I created a check sheet to document the frequency of several types of complaints over the seven weeks. This allowed me to categorize and quantify the issues reported by customers. Here is a summary of the common complaints:

Problem	# of complaints
Furniture damage	18
Communication-Behavior issues	28
Lack of proper schedule/plan timing	12
Lost Items	4
Equipment problems	5
Pricing and billing issues	7

2. Pareto Diagram: Based on the check sheet data, I created a Pareto diagram to identify the most significant issues. "Communication-behavior of labor," "Furniture Damages," and "Schedule issues" are the top three categories contributing to customer dissatisfaction, accounting for a total of 58 out of 74 complaints (78%).

3. Run Charts: I created three-run charts to monitor the trends in total complaints and the two most significant groups identified in the Pareto diagram.

Total Complaints Run Chart	The chart shows a steady increase in complaints over the seven weeks, indicating a need for improvement in service quality.
Complaints Due to Furniture Damage Run Chart	This chart displays fluctuations in complaints related to damaged items.
Complaints Due to Communication-Behavior Run Chart	This chart shows steady upward trends in complaints about unprofessional behavior.

4. Cause and Effect Diagram (Fishbone Diagram):

To understand the root causes, I created a Cause-and-Effect diagram. Here are the main categories of causes I identified:

- Damage Items-related factors (furniture damage, home damage)
- Behavior-related issues (late moving and customer wait, language barrier, inappropriate behavior)
- Equipment-related issues (blanket shortage, truck cleanliness)
- Pricing and billing (overcharged, overtime billing, excessive charges)
- Lost Items issues (lost suits, wrong address deliveries, customer's belongings lost)

➤ **Recommendations:**

- ❖ **Training for Employees:** It is recommended that employees get regular training that focuses on properly handling items, being professional, and talking to customers in a way that results.
- ❖ **Quality Assurance:** Set up a quality check service with a secure checklist and inspections of items before and after transport.
- ❖ **Better Communication:** Set clear rules for how to talk to each other, give accurate delivery times, and keep lines of communication open with customers.
- ❖ **Equipment Maintenance:** Check and maintain trucks and other equipment regularly to avoid accidents and damage to property.
- ❖ **Pricing Transparency:** Be clear about your prices to build customer trust and avoid overcharging or billing problems.

➤ **PERFORMANCE MEASURE**

Several metrics are used to judge our corporate and crew performance. We pay close attention to three key indicators at the corporate level. As a first step, we find out how satisfied customers are by collecting and analyzing survey responses. Second, we monitor how often complaints come in once a week. Third, we pay close attention to the percentage of deliveries made on time.

At the crew level, we pay more attention to each person's performance and certain operational metrics. This means giving each crew member a thorough performance review and considering helpful feedback from our customers. We also keep track of the percentage of damaged or missing items for each crew member so that we can keep getting better. Lastly, it's important to strictly follow safety and quality procedures to make sure everything runs smoothly.

Taking care of the areas that need improvement and following these suggestions in the letter should lead to a significant drop in customer complaints and an overall improvement in service quality. We must keep a robust system in place for constantly checking these performance metrics so that we can see how we're doing and make the necessary changes.

If you have any questions, do not hesitate to contact me.

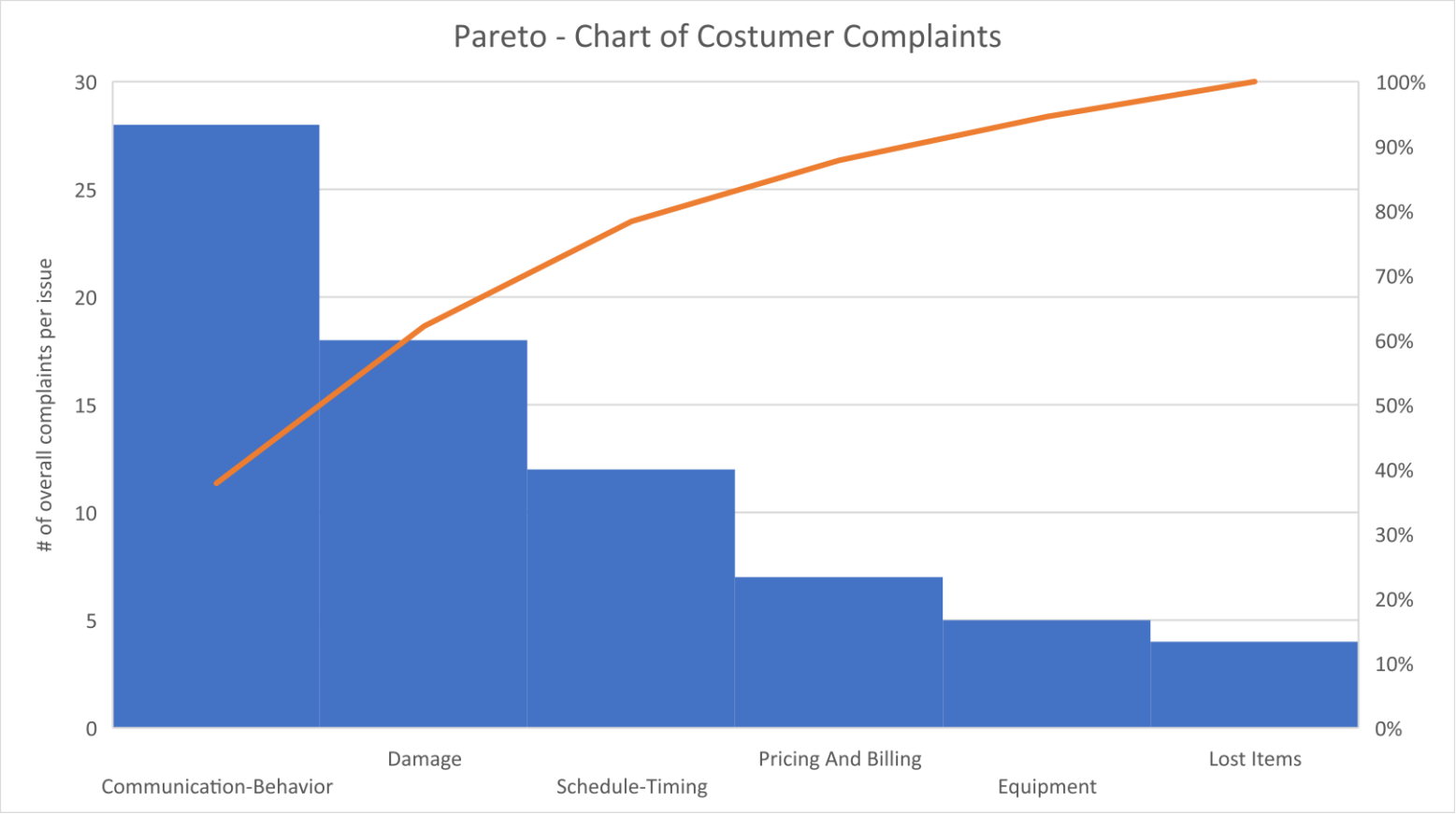
Sincerely,

Pouria Pazhouhesh

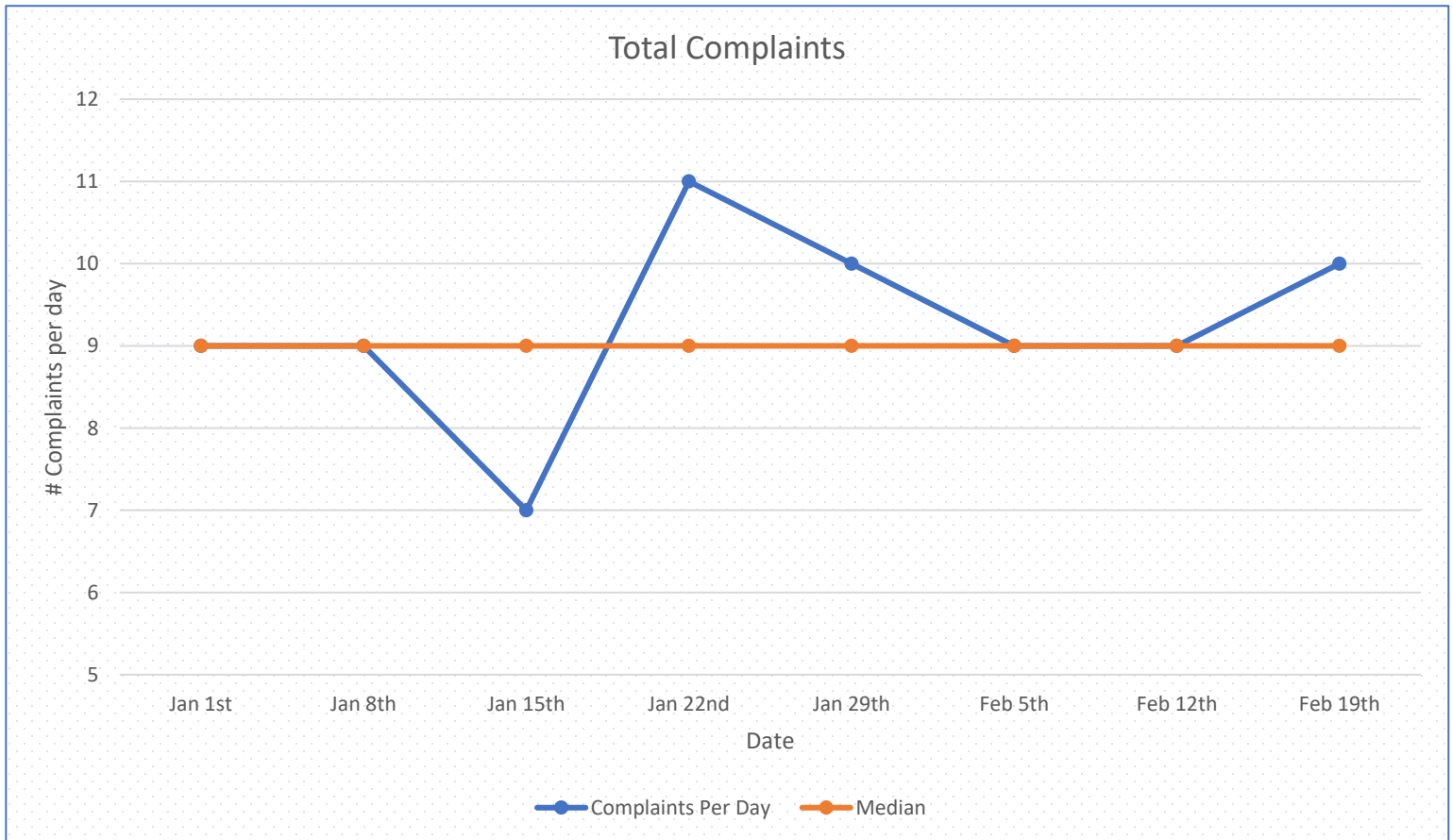
CHECKLIST

		January					February			Total	Total Percentage
		1st	8th	15th	22nd	29th	5th	12th	19th		
#	Category	Frequency of Complaints									
1	Damage	√√√√	√√	√	√√√√	√√	√	√√√	√	18	24.32
2	Communication-Behavior	√	√√√	√√	√√√	√√√	√√√√	√√√√√	√√√√√√√	28	37.84
3	Schedule-Timing	√√√	√√	√√√	√√	√√				12	16.22
4	Lost Items	√		√	√	√				4	5.41
5	Equipment		√		√	√	√		√	5	6.76
6	Pricing And Billing		√			√	√√√	√	√	7	9.46
#	Total	9	9	7	11	10	9	9	10	74	100.00

Pareto Diagram

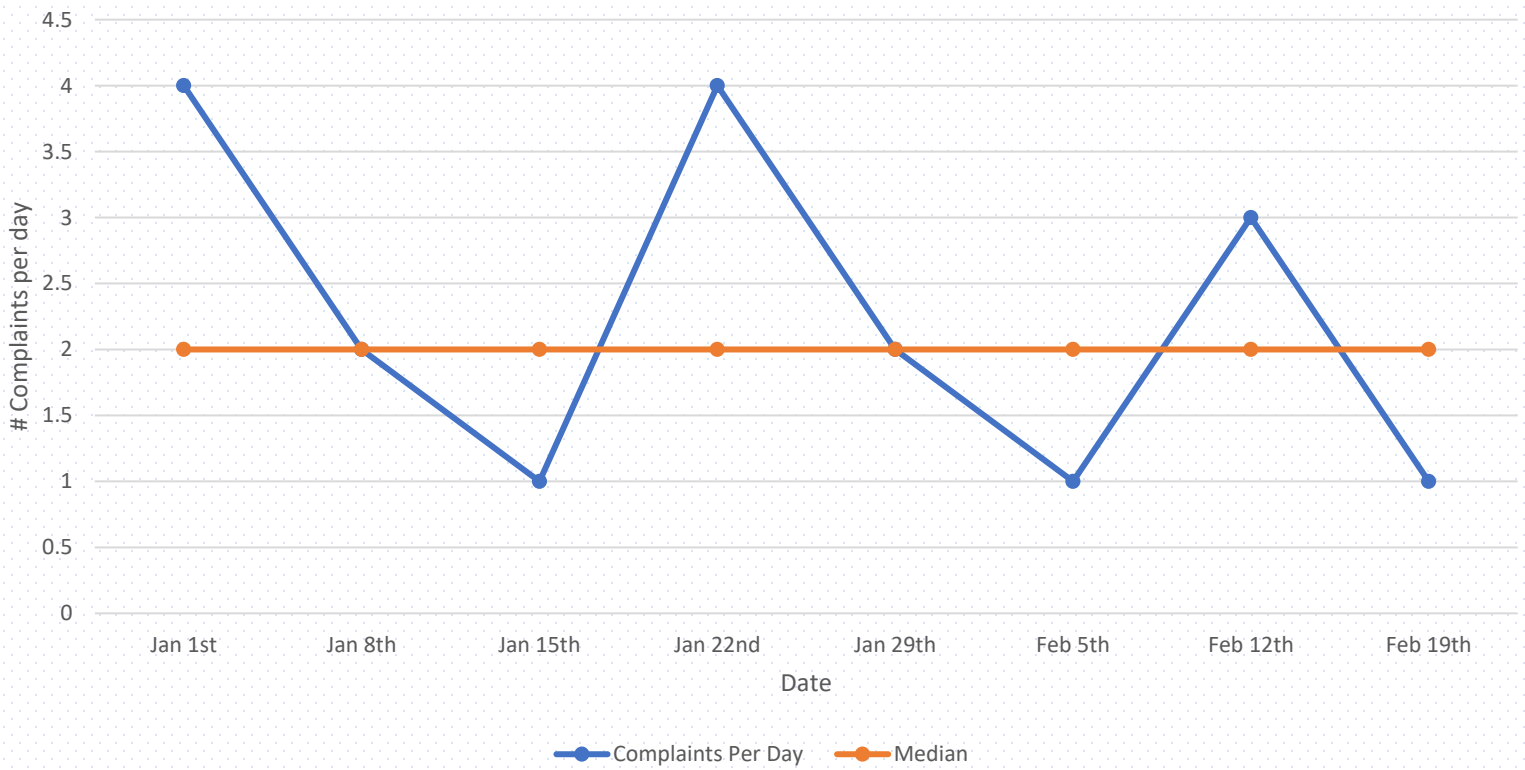


Run Chart - 1

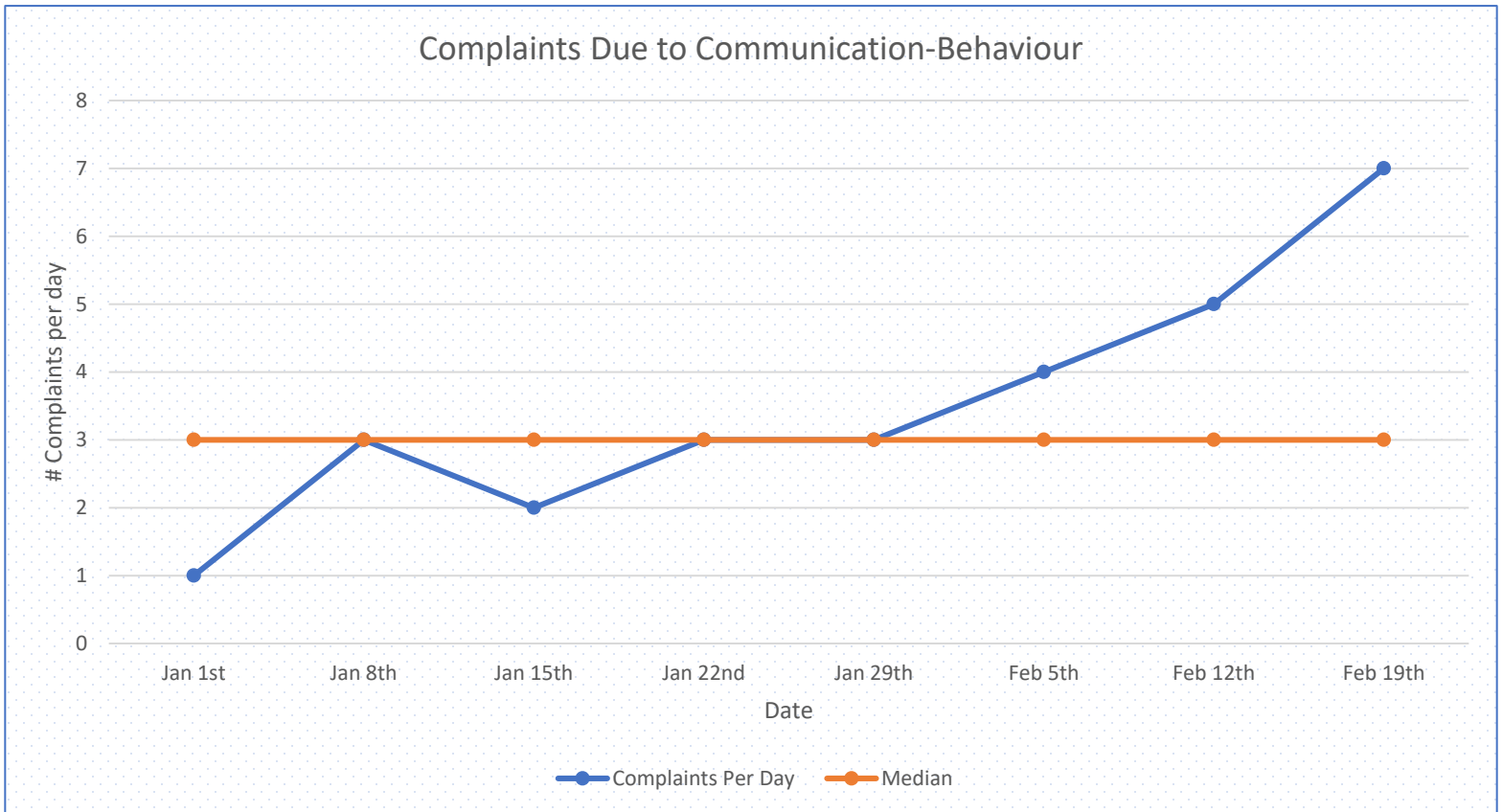


Run Chart - 2

Complaints Due to Furniture Damage



Run Chart - 3



Cause and Effect Diagram

FISHBONE DIAGRAM

