

DELIVERABLE #5**Avinash Thatikonda****Information Technology Field Experience-EX20****Michael Moifolley****6th July, 2025**

Monthly Supervisor Summary Report

The team performance of the month under review is characterised by a gradual improvement of all the key performance indicators (KPIs) that are monitored. The monthly resolutions went down greatly, but both accounts had their average resolution time decrease each week, with the final week being 5.2 hours to 4.1, which is a great improvement. Although we are not there yet, the trend in figures is going down, which gives evidence to assume that the optimisations of the processes used recently are having an impact. The result is that the customer satisfaction score, which was at 85 per cent, had improved to 93 per cent, which is a surpass of the required 90 per cent target by Week 3. This means a better rate of response and service quality. Last but not least, tickets closed per week increased to 170 at the end of the project, and remained steady above the target value of 160 in the last two weeks. This indicates enhanced productivity and efficiency on teams.

On the budget column, we have calculated to spend \$1,140 per month, which will include categories like software, training, hardware and reserve. The most prominent investments focus on the Zoom Pro License and Freshdesk Support Suite to guarantee effectiveness in communication and helpdesk, respectively. We also invested in our employees, who are now trained through Udemy for Business, and we bought ergonomic chairs and are wearing noise-cancelling headsets to improve the working experience. The emergency fund of 200 and a 100-dollar maintenance fund guarantee the preparedness towards last-minute technical requirements without affecting the production (Mohad, 2025).

In spite of these successes, there exist areas that need to be given particular attention. The resolution time of the tickets, which was also improving, is still higher than the target. This gap may be bridged by further streamlining of the workflow and distribution of workload. Also, although the ratings of satisfaction have increased, we expect to maintain the same level of satisfaction through prolonged training and customer feedback analysis.

Short-term goals are to hold a mid-quarter team feedback, automate ticket triaging to decrease the handling time, and include another KPI that is first contact resolution. It is hoped that these attempts can improve the quality of our service delivery, riding on the satisfactory cost-efficiency and sponsoring an ongoing team development.

Reference

Mohad, F. T., Gomes, L. D. C., Tortorella, G. D. L., & Lermen, F. H. (2025). Operational excellence in total productive maintenance: statistical reliability as support for planned maintenance pillar. *International Journal of Quality & Reliability Management*, 42(4), 1274-1296.