

WiFi Template

Friday, February 15, 2019 11:50 AM

WiFi

Diagnose the Issue:

- (name) needs additional training on the WiFi Suit of Tools and practical application in the field so that he can properly train their team on using the app and proper billing.

Solution:

1. (Coach) Re-educate on the app and all its proper applications.
2. (Coach) RIDE day to meet with his techs so that he can comfortable demonstrate to his technicians and answering his technicians' questions.
3. (Manager) will re-cover his entire team on usage and expectation of the WiFi Testing in their next huddle
4. (Manager) and I will review WiFi results on a weekly basis to help him determine where improvement is still needed.

Goals:

- 30 Day= Upload rate 50% - Penetration rate= 5%
- 60 Day= Upload rate 75% - Penetration rate=10%
- 90 Day= Upload rate 90% - Penetration Rate=15%

Solutions Completed

Solution	Date	Follow - up
Re-Educate on App usage		
RIDE day visiting techs demonstrating usage		
Huddle Coverage on WiFi Testing/WiFi Stats		

Results Tracking

MTD	Upload %	Target	Penetration Rate	Target
January		50%		5%
February		75%		10%
March		90%		15%

Summary of Meetings:

2/19/19 - Met with Manager...(notes)