## Document 0562

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The rationale for responding to your customers ' needs faster than the competition can is clear : Your company will benefit in terms of market share , customer satisfaction and profitability . q:i-h-h n.x p:e-u-i v_to:e-i-i _ q:i-h-h n_of:x-i _ n_of:x-i _ n_of:x-i _ n:x _ n.x _ n_of:x-i _ n:x _ n.x 
                                                                                , managers today are probably more aware of speed as a competitive n_of:x-i time_n:x _ a:e-h comp:e-u-u a_of:e-p-i _ n:x p:e-u-i q:i-h-h a:e-p
                                                       , for many , managing speed does not come naturally . p:e-u-i much-many_a:e-p _ v_cope:e-i n:x _ neg:e-h v:e-i a_for:e-e _
      s that actually market speed as part of their service train their managers to lead and participate in teams that increase speed and improve quality in everyday operations — a:e-h v:e-i-p n:x p:e-u-i part_of:i-i _ q:i-h-h n:x v:e-i-i-h q:i-h-h n:x v:e-i-i-h q:i-h-h n:x v:e-i-i-p _ v_in:e-i-i _ n_of:x-i _ v_cause:e-i-p n:x _ v
    Managers learn to spot opportunities to increase customer satisfaction through speed , and shift some responsibility for analyzing , improving and streamlining work processes from themselves to teams of employees n_of:x-i v:e-i-p v:e-i-p n:x-h v:e-i-p n:x-h v:e-i-p n:x n_of:x-i p:e-u-i n:x n_of:x-i p:e-u-i n=0:x-i n_of:x-i
      One team at the Federal Express Ground Operations station in Natick , Mass. , focused on a particularly time-sensitive operation : the morning package sort card:i-i-c n_of:x-i p:e-u-i q:i-h-h named:x-c name
                                                                                                              tractor-trailer trucks arrive at the Natick Ground Station from Boston 's Logan Airport , carrying the day 's package load n:x nx v:e-i p:e-u-i q:i-h-h named:x-c named:x-c named:x-c named:x-c named:x-c named:x-c v:e-i-p q:i-h-h n_of:x-i n_of:x-i
  [20562012]
The packages must be sorted quickly and distributed to smaller vans for delivery , so couriers can be on the road by 8:35 . q:i-h-h n_of:x-i v_modal:e-h v:e-i-p a:e-e v_to:e-i-p-i a:e-i n:x p:e-u-i n_of:x-i v_modal:e-h p:e-u-i q:i-h-h n:x p:e-u-i numbered_hour:i-u-u-c _
                                                                                                                                                                                                                                                                                                                                ____but_c
  No customer is present at the morning package sort , but the process is nevertheless critical to customer satisfaction . q:i-h-h n_of:x-i _ a:e-p p:e-u-i q:i-h-h n_of:x-i _ a:e-h a_of:e-p-i p:e-u-i n_of:x-i _ a
  [20562014]
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