

# ASSESSMENT SUPERVISOR - FB CO

## Assessment Center Supervisor

Make a Power Point Presentation with no more than 10 Slides describing and solving the next scenario, consider you're the supervisor of the team, use the Raw Data shared on the same email to resolve this assessment.

### Quality

1. Determine which is the correlation between AHT and Accuracy considering the targets, ACC 85% and AHT 75 sec.
2. Determine the percentage of OUTLIERS following the Teleperformance method based on the Raw Data shared on the same email and identify the representatives you will pay attention on.
3. Find the Top 5 content type impacted in AHT in the last 2 weeks.
4. Identify the RCA (Root cause Analysis) WoW for both metrics.
5. Create an Action Plan using SMART Methodology to improve the AHT and Accuracy in max 3 weeks.

### Abs and Adherence

You have a colleague, another supervisor and both are leaders of the market, both have 16 raters, but your partner gets sick, you're going to support him and cover both teams, and you need to create an action plan to reduce the Absenteeism and improve the adherence of your team and your partners team.

These are their conclusions after analyzing the Absenteeism and Adherence of both shifts.

#### **Absenteeism:**

Supervisor A:

You have 5 raters with Absenteeism problems, 3 of them reported constant Medical Leave documents, 2 of them do not have any documents but 1 of them did not come to work due to a family calamity that cannot be supported by the company.

Supervisor B:

There are 3 raters with Absenteeism issues regarding their studies, knowing that they depend on this job to continue their studies, you as a supervisor do not want to affect

their jobs but they are affecting your performance as a supervisor and 2 more raters just come to work 2 days per week because of medical leaves.

**Adherence:**

In both teams there are issues with breaks and lunch time because agents meet to take those times together and are not aligned with WFM planning, however this is affecting your adherence because:

- They take more time than allowed for Break and Lunch.
- Extra time at the trading floor entrances due to long lines to get back to work.
- last minute trips to the restroom

**Please create an Action plan to reduce the Absenteeism and improve your adherence based on your findings.**

**Additional information**

You can find the Raw Data in the next link in case you can not open the file attached.

**[Raw Data -Assesment Center Supervisor.xlsx](#)**