



Supervisor Assessment

João Henrique Linhares

Quality

Date	Rep	tickets	Errors	Score
week 1	29	10	6	57.50%
week 1	22	10	5	50.00%
week 1	23	10	6	40.00%
week 1	12	17	17	0.00%
week 1	13	10	3	0.00%
week 2	13	10	5	55.00%
week 2	22	10	6	55.00%
week 2	10	10	6	53.33%
week 2	9	10	8	31.67%

Rep	Week	AHT
37	week 1	222.39
28	week 1	191.80
35	week 1	165.28
36	week 1	149.01
16	week 1	144.60
5	week 1	136.33
38	week 1	135.68
14	week 1	132.71
26	week 2	162.56
28	week 2	137.02

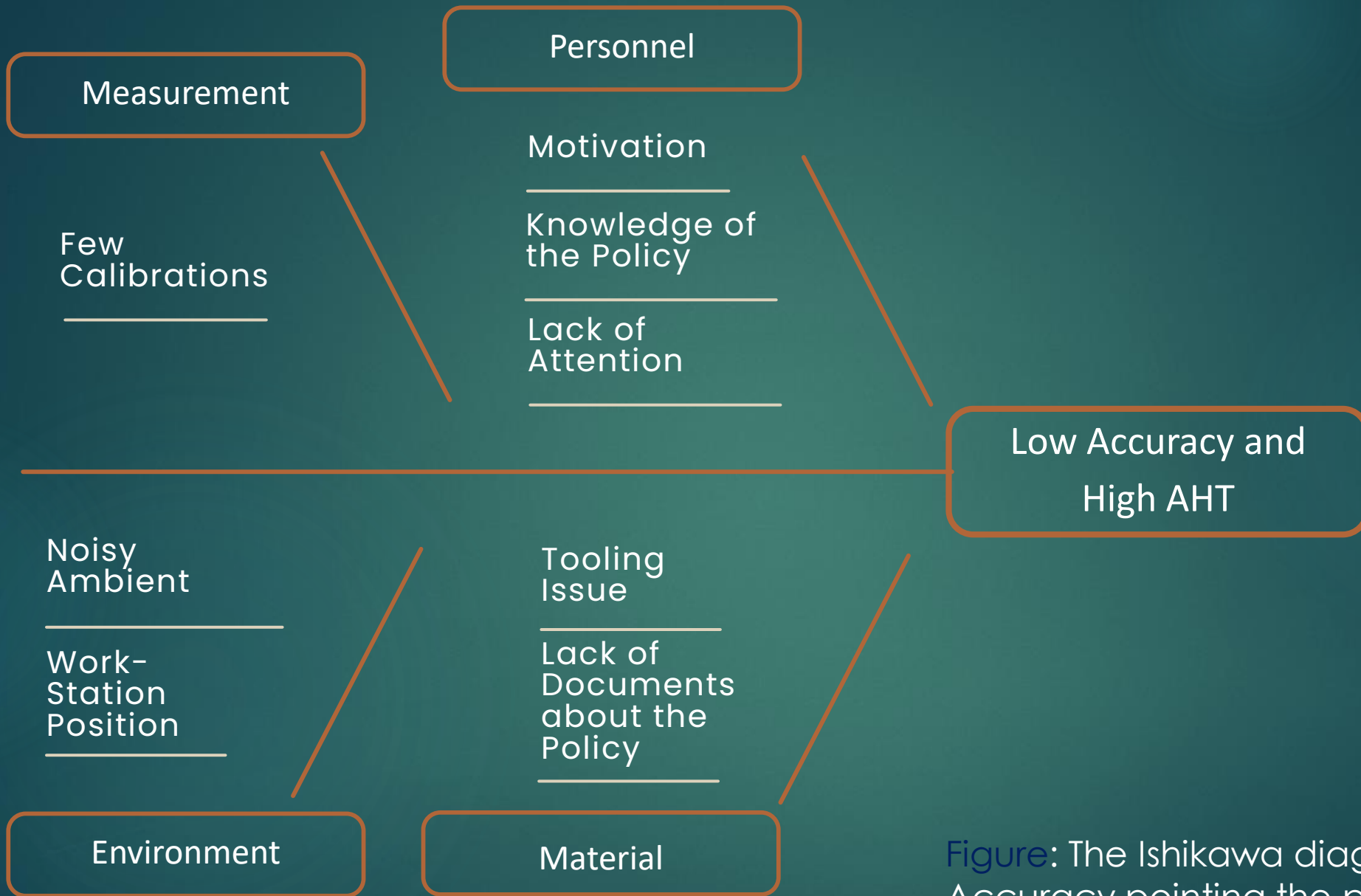


Figure: The Ishikawa diagram for AHT and Accuracy pointing the possible causes of low accuracy and high AHT

Based on the Ishikawa diagram, I produced this action Plan

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					1/1	2/1	3/1	4/1	5/1	6/1	7/1	8/1	9/1	10/1	11/1	12/1	13/1	14/1	15/1	16/1	17/1	18/1	19/1	20/1	21/1
Tasks	Task Owner	Duração	Start	End	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Meeting with agents regarding the noisy environment	Sup	1 Week	03/jan	03/jan																					
Change workstation positions	Sup/Agents	1 Week	01/jan	01/jan																					
Create a tracker to monitor tooling issues	Sup/ QA	1 Week	02/jan	02/jan																					
Meetings between the QA team and the agents	QA	3 Weeks	05/jan	19/jan																					
Create a document focusing on the most ambiguous policies	QA	1 Week	01/jan	15/jan																					
Training sessions regarding the most impacted Policies	QA/Trainer	3 Weeks	04/jan	18/jan																					
Coaching Sessions with each impacted Agent	Sup	3 Weeks	01/jan	19/jan																					
					3,00%							6,00%							9,00%						

Absenteeism Action Plan

Team A

Have an individual meeting with the ones without medical leave and give an Action Form

Recommend utilizing company resources, such as psychological assistance.

Offer the agent the option of taking unpaid leave to support their family during a difficult time.



Absenteeism Action Plan

Team B

**Conduct a meeting
with all agents to
explain the impact of
their absences**

**Adjust the agent's
work schedule to fit
their study hours**

**Motivate the Team:
Promotion
opportunities, work
with experience
team etc...**



Adherence

Action Plan

Have a meeting reinforcing that it's not permissible to take breaks and lunch simultaneously

Give a said expectations for all the agents out WFM alignment

Work with WFM to adjust break and lunch schedules to fit agents' needs.

Tell agents to use auxiliary time for bathroom breaks or other personal needs.

