| **General Project Information** | | | | |
| --- | --- | --- | --- | --- |
| **Project Name** | | | **Project Must be Complete by** | |
| ***Company Reroute***  Service Preparation Team | | |  | |
| **Date Prepared** | |
|  | |
| **Project Sponsor** | | **Project Manager** | | |
| Tim Balbo | | Jon Crane | | |
| **Team Members** | | | | |
| Jon, Sara, Brandon | | | | |

| **Scope Statement** |
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| **Business Need and Problem Statement** |
| The re-route will cause disruption for our customers and RSP’s as they have to get to know new customers and how to service them. Customers have long standing relationships with their RSP’s and in some cases they will have a new RSP and we will need to build a new relationship. RSP’s need to know what door to deliver too… where the product goes… who our contact is... |
| **Project Goals and Objectives (Deliverables)** |
| Develop a process for effectively communicating with the customer and knowledge transfer from one RSP to another. |
| **Benefits** |
| Happier customers, and more confident RSP’s |
| **Items to Consider** |
| **Bio Cards** |
| Customer getting to know new RSP   * Birthday/Anniversary * Baseball Card * Personal and professional Bio * CLS Contact info   + DSM/Route Manager   + Customer Care   + Direct Access   + Line for RSP number? |
| **Informing Customers** |
| Informing Customers of Changers   * Current RSP handing out Bio-sheets * Day Change Notice (with Calendar) * Can we do an email blast? YES We Can Mail merge for specific customers * Delivery Change Communication   + 8 ½ X 11 notices with Calendars- time clocks, by soil, break room   + Pocket Stuffers |
| **Route Books** |
| Customer Data Transfer   * Route Book Sheet * Supplies (Binders, Sheet protectors, * RSP’s debrief with each other and go over directions |
| **Knowledge Transfer** |
| Current RSP’s meet to review all customers they are transferring with the new RSP.   * Open close times and days available * Route Books * Codes/Keys * Special Instructions |