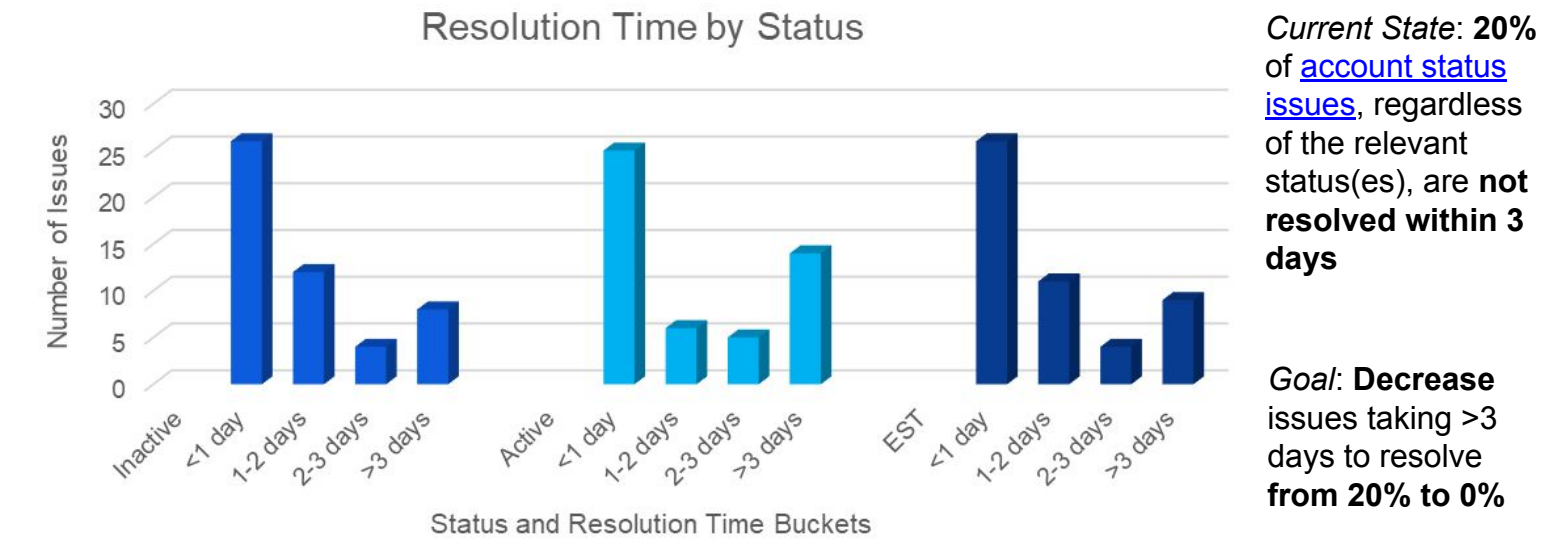


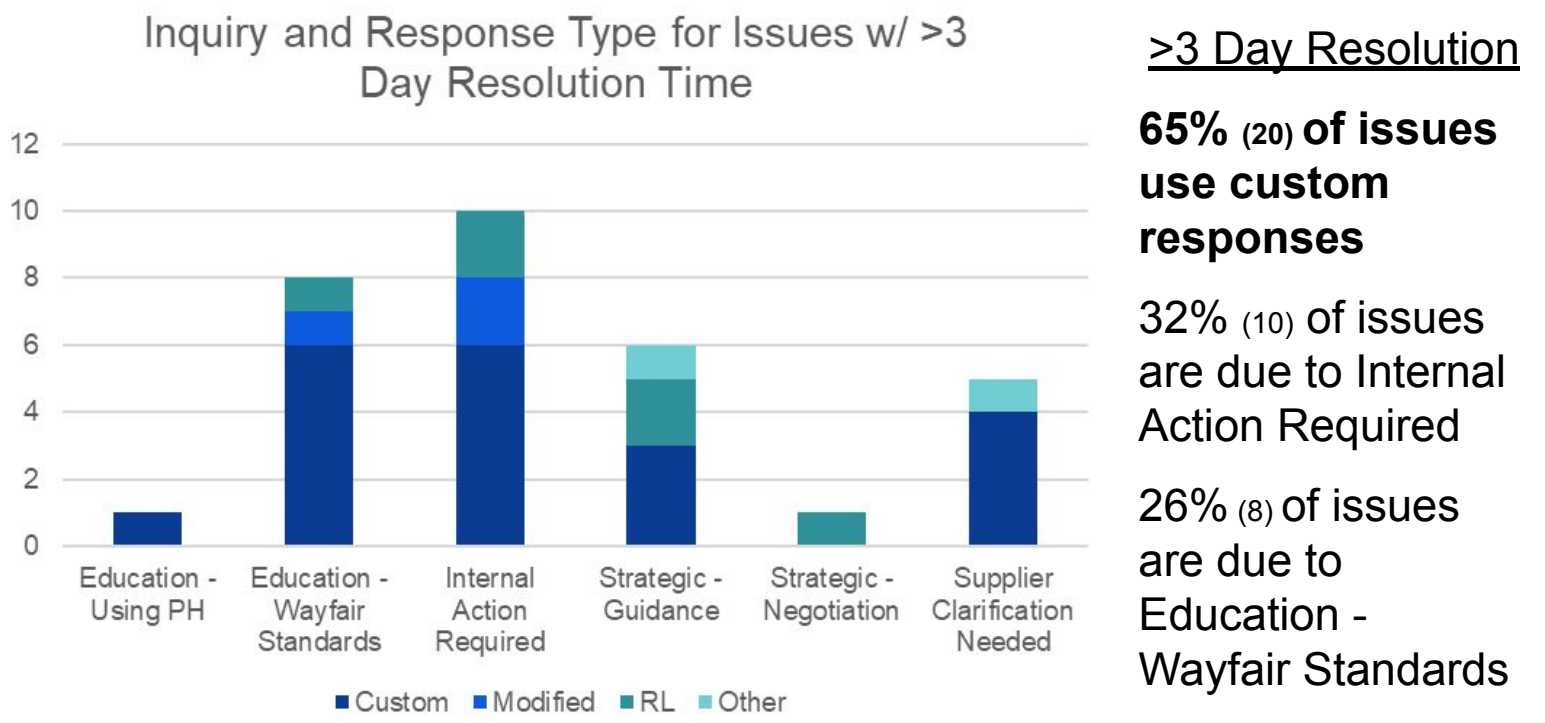
Reducing Account Status Issues with >3 day Resolution Time

Owner:	Coach:	Updated:
Lexi	Christina	8/8/22

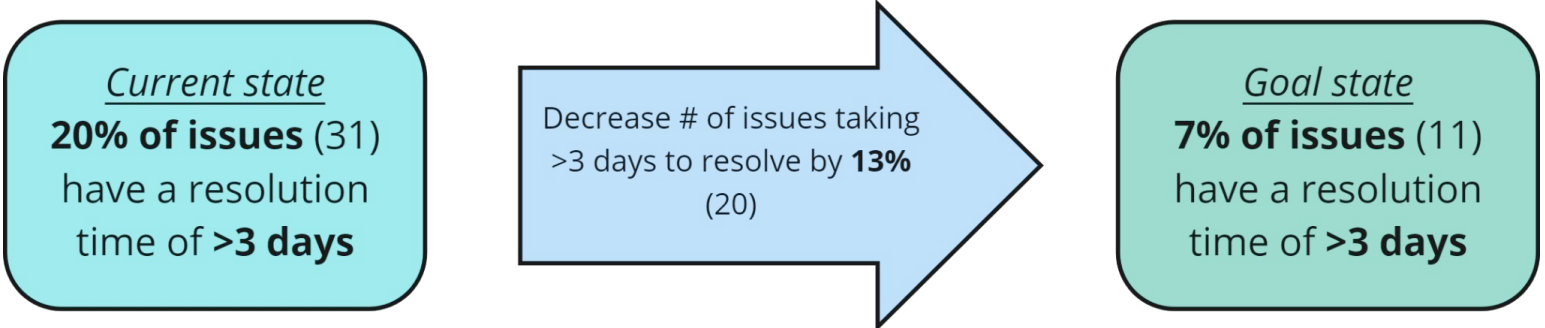
1. Clarify the problem - what is the problem we are trying to solve?



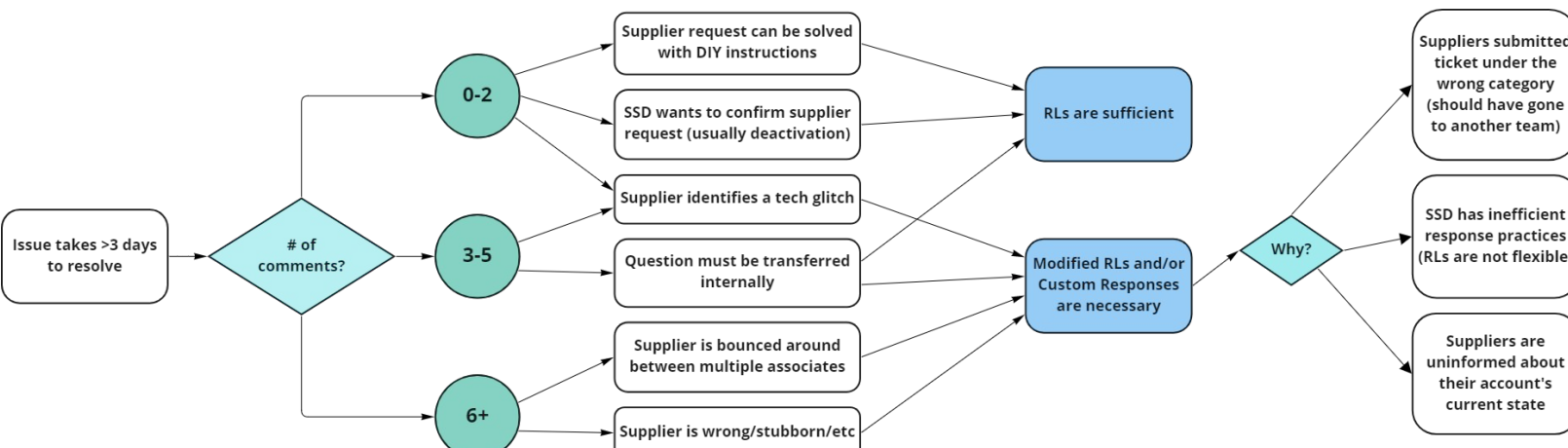
2. Break down the problem - how do we identify smaller pieces to work on?



3. Target setting - what is the specific gap we are targeting? Impact on original gap?



4. Root cause analysis - what are the existing root causes?



5. Develop recommended actions - What are the possible actions to address causes?

CAUSE	ACTION	DESCRIPTION	BENEFIT
Ticket redundancy	Create a supplier ticket guide	Either develop an automated ticketing system that uses prompts and user input to progress through ticket creation and assignment to the proper team OR make a detailed spreadsheet or process map to guide suppliers to submit the correct ticket type (as usual) based on their specific need	Lower internal ticket transfer rates; lower # of issues >3 days by 20% (6)
Inefficient SSD response practices	Built-in modified RLs to limit back-and-forth communication	<ul style="list-style-type: none">Anticipate common follow-up questions or hiccups and provide the resources to self-solveDon't over-message when cross-functional assistance is requiredSuggest SAC earlier on for complex (but in scope) issues	Lower # of issues >3 days by 15% (5)
Lack of transparency / communication	Automated emails for status changes	If active to EST, system should send a message (email) to supplier when it flags the account saying something similar to what Fulfillment RL 116 does If active or EST to inactive OR inactive to active, send out a confirmation email (or if we want to increase retention, a "verify to proceed" email)	Lower number of comment-heavy issues; lower # of issues >3 days by 30% (10)

6. See selected actions through - What is the implementation plan?

WHAT?	TIMELINE	WHO?	WHEN?
Create supplier ticket submission guide	First drafted 7/5/22, perfect / pass off to engineering by end of internship	Me & engineering (Claire)	7/5 - 7/18 (Lexi/Taylor) Unknown (Claire)
Alter desk practices to 1) Be more efficient/concise and 2) Include SAC	Identify RLs (or lack of) and draft verbiage 7/6-7/8, perfect and implement by EOI; SAC already done in SACxRL project	Me & Amanda and/or Taylor to implement	7/6 - 7/18 (Lexi/Taylor) 7/14 - EOI (T/Amanda)
Display supplier status in SupportHub	Engineering has implemented this feature!	Claire	8/1/2022
Implement automated status change emails	Verbiage drafted on 7/6, perfect / pass off to engineering by EOI	Me & Claire	7/6 - 7/18 (Lexi/Taylor) Unknown (Claire)

7. Monitor results and processes - What is the process to sustain and share?

SUCCESS METRIC	RESULTS – AUG 22	RESULTS – SEPT 22	RESULTS – OCT 22	WHO?	Goal
Resolution time >3 days				Account QL / T2 (Minh)	7%
Custom responses				Account QL / T2 (Minh)	0%