***Monitoring Checklist***

***Customer Satisfaction***

* *Customer feedback determines how happy customers are with the service*
* *Customer satisfaction is key to retention and referrals*

***SLA Compliance***

* *SLAs often incur penalties and fines if they are not met, not to mention customer dissatisfaction*
* *SLAs address response times frames, appointment windows and resolution speed, scope and quality*

***First-Time-Fix-Rates***

* + *The most common re-visit reasons is the technician not have the correct tools or skills to fix the issue*
* *Issues that can't be resolved on first visit cost thousands each year and leave customers disgruntled*

***Technician Utilization***

***INDIVIDUAL PERFORMANCE ASSESSMENT***

***Performance***

***Evaluation Excellent Good Fair Poor (Additional***

***Comments)***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| ***Job Knowledge*** |  |  |  |  |  |
| ***Dependability*** |  |  |  |  |  |
| ***Communication Skills*** |  |  |  |  |  |
| ***Technical Skills*** |  |  |  |  |  |
| ***Attitude*** |  |  |  |  |  |
| ***Productivity*** |  |  |  |  |  |
| ***Cooperation*** |  |  |  |  |  |
| ***Work Quality*** |  |  |  |  |  |
| ***Attendance*** |  |  |  |  |  |
| ***Work Relations*** |  |  |  |  |  |

***OVERALL SERVICE DESK ASSESSMENT***

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | ***Poor*** | ***Fair*** | ***Good*** | ***Great*** | ***Excellent*** |
| ***First-Time Fix Rate*** |  |  |  |  |  |
| ***Customer Satisfaction*** |  |  |  |  |  |
| ***SLA Compliance*** |  |  |  |  |  |
| ***Technician Utilization*** |  |  |  |  |  |
|  |  |  |  |  |  |