

Process Name	Improvement Area	Description of Issue	Type	Notes
Field Services + Support	Budget for Estimating	Not knowing that Estimating need a budget. Not asking the right question about the need of the project. Not communicating on the size and man power for the project.	Communication & Input	
Field Services + Support	VOIP - Obtain Phones	Not knowing when the project true start date is. Waiting until the trailer is on site to not have to pay for something if it isn't on site.	Coordination	
Field Services + Support	VOIP - Provision phone #s		Coordination & Process	
Field Services + Support	Site survey		Standards	
Field Services + Support	Communicate w/Ops		Logistics	
Field Services + Support	MIFI		Communication & Validation	
Field Services + Support	Trailer On-Site		Process standards	
Field Services + Support	Asset Tags		variation	
Field Services + Support	Power Setup		Coordination & Commitment	
Field Services + Support	Site Setup Equipment		Process Standards	
Field Services + Support	Test VPN		Coordination & Commitment	
Field Services + Support	Call site for checkup		Coordination & Process	
Field Services + Support	Jobsite monthly visits		Standards	
Field Services + Support	Weekly Status Report		Standards	
Field Services + Support	Jobsite Breakdown		Communication & Coordination & Process	
Field Services + Support	Trailer Removal - Ops		Standards	
Field Services + Support	Cancel Internet		Coordination & Communication	
Field Services + Support	Copier Pickup		Coordination & Communication	
Field Services + Support	Refurbish Equipment + QC		Process Standards	
Field Services + Support	Inventory Management		Process standards	
Field Services + Support	Restock Equipment		variation	
Field Services + Support	VOIP - Remove phones		Process standards	
Root causes			Process standards, Communication	