

TO

FIELD ENGINEERING

RESPONSE

IS

"RESPONSE TIME"

HOWEVER VIEWED

IN THE BROADER

SENSE

IT IS

R E S P O N S I V E N E S S

HOW CAN WE

IMPROVE FIELD ENGINEERING?

RESPONSIVENESS?

RESPONSIVENESS IS

AND RESULTS FROM

AN ATTITUDE OF MIND

P E O P L E

ARE THE MOST

IMPORTANT

COMPONENT

WHO ARE THE PEOPLE

CUSTOMERS (MANAGEMENT AND STAFF)

EMPLOYERS (PEOPLE YOU REPORT TO)

EMPLOYEES (PEOPLE THAT REPORT TO YOU)

ASSOCIATES (PEOPLE YOU WORK WITH)

SUPPLIERS (PEOPLE WE BUY FROM)

PEOPLE    SENSE

DIFFICULT

CO-OPERATIVE

NEGATIVE

CAUTIOUS

AMBITIOUS

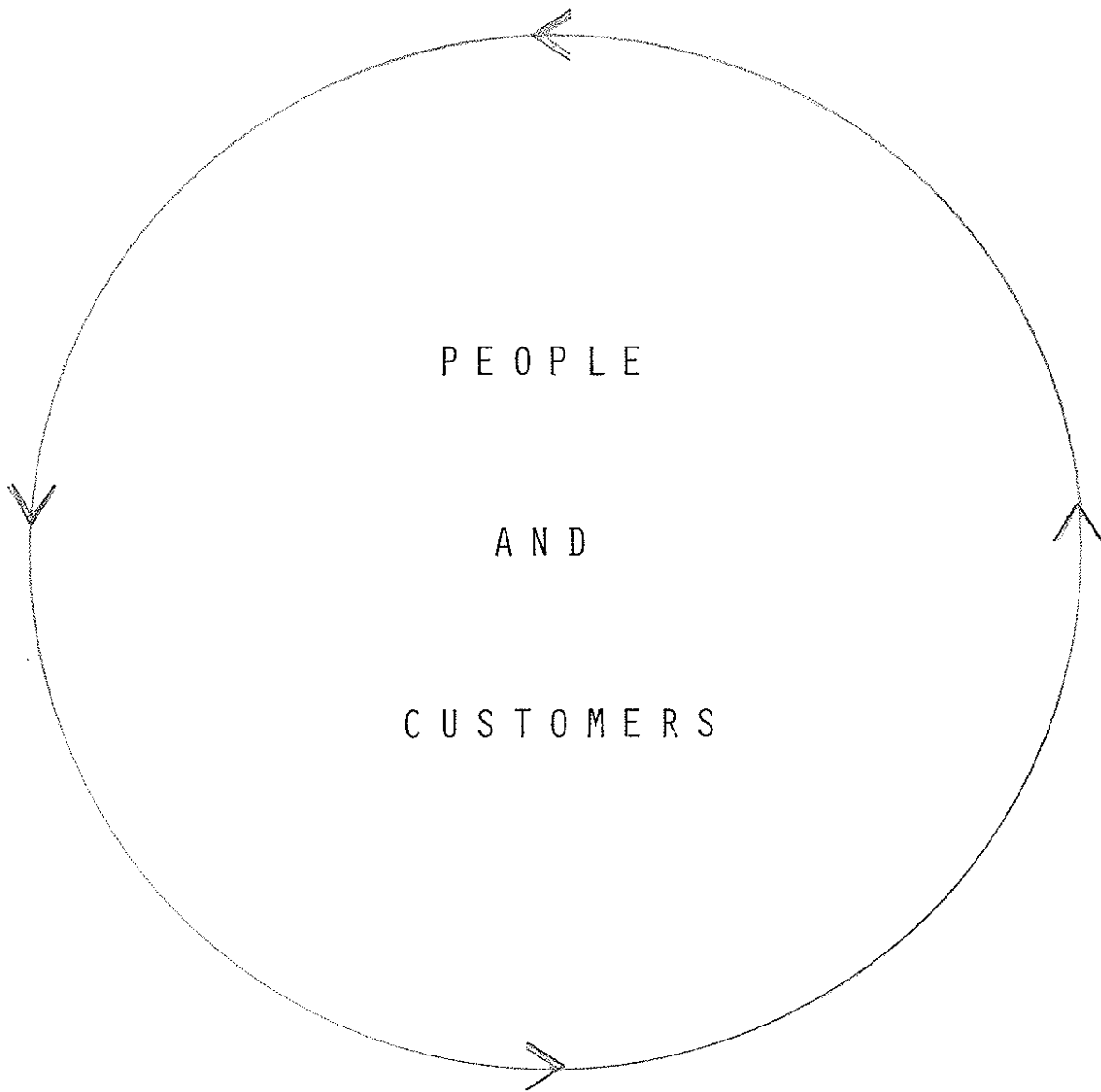
NERVOUS

COMPLAINER

CAVALIER

GARRULOUS

INSENSITIVE



W E

(MANAGEMENT)

HAVE TO BE

CONSTANTLY RESPONSIVE

TO

PEOPLE SITUATIONS



RESPONSIVENESS TO

CUSTOMER REQUESTS

EMPLOYEE SITUATIONS

MARKETING CONSIDERATIONS

PROMOTIONAL OPPORTUNITIES

LOGISTICAL PROCEDURES

FINANCIAL TARGETS

DELIVERY COMMITMENTS

PRODUCT PERFORMANCE

PEOPLE PRODUCTIVITY

GOOD OR BAD

OUR RESPONSE

DETERMINES

THE END RESULT

A N D

IS   OFTEN

HEAVILY

INFLUENCED

BY

A T T I T U D E

Y O U

C A N ' T

W I N

T H E M

A L L

?

T I M E L Y

M A N A G E M E N T   R E S P O N S I V E N E S S

K E E P S

W R O N G   D E C I S I O N S

T O   A

M I N I M U M

R E S P O N S I V E N E S S

PROVIDES THE S E R V I C E

THE

EMPLOYEE

CUSTOMER

AND

COMPANY

ARE ENTITLED TO

MANAGEMENT

ATTITUDE

IS

ALL

IMPORTANT!