

REACTION
TO SALES DEPT REPORTS
FACT OR FANTASY?

A SALESMAN IS USUALLY
EMOTIONALLY INVOLVED
THEREFORE
CAN BE AN EXCELLENT
BAROMETER OF SITUATION.

KNOW YOUR SALESMAN!

REACTION

TO CUSTOMER.

HOW WELL DO YOU KNOW HIM?

WHAT DO YOU KNOW OF HIS
REQUIREMENTS?

WHO ARE HIS CUSTOMERS?

HOW CRITICAL IS DOWN TIME?

HOW CRITICAL ARE INTERRUPTIONS?

WHAT IS PROFILE OF PRODUCTION?

WHAT IS HIS OPERATING
ENVIRONMENT?

KNOW YOUR CUSTOMER'S REQUIREMENTS

TAKE CORRECTIVE ACTION PROMPTLY

REACTION

BURROUGHS.

IMPORTANCE OF

MANAGEMENT ATTITUDE.

WHAT IS OUR APPROACH TO PROBLEMS

OF CRISIS MAGNITUDE?

WHEN IN-HOUSE ACTION IS

REQUIRED HOW DO WE

STIMULATE IT?

EMERGENCY SITUATIONS BECOME
CRISIS BECAUSE SOMEONE FAILED
TO REACT.

WHEN THEY OCCUR THEY ARE NOT
NECESSARILY DEFINED IN BLACK
AND WHITE TERMS - MORE GENERALLY
IN GREY - I.E. HARDWARE OR SOFTWARE
IMPLICATIONS:

WHO IS RESPONSIBLE ?

THE SYSTEMS APPROACH SOLUTION

THE SYSTEMS APPROACH

DIRECTION & MOTIVATION

OF CORRECT SKILLS TO DO THE JOB.

IMPORTANCE OF MANAGEMENT

ATTITUDE.

MANAGEMENT FOLLOW THROUGH

TO ENSURE JOB IS DONE

WHAT LOCAL FOLLOW UP EXISTS
AS A MATTER OF S.O.P.?

FROM F.E. G.L.?
G.L. Z.F.E.M.?

AT WHAT POINT DO YOU BECOME
INVOLVED:

1. IN TIME TO AVERT DISASTER
BY ACTIONING A WELL PLANNED
EMERGENCY OPERATION.
2. WHEN ALL HELL IS BREAKING
LOOSE?

DOES EVERYBODY KNOW THE RULES ?

WHAT DO WE DO WHEN LOCAL SKILLS
FAIL TO PRODUCE A RESULT ?

ARE WE ALL KNOWLEDGEABLE ON
MANAGEMENT REQUIREMENTS OF
REPORTING DOWN TIME ?

MANAGEMENT ATTITUDE IS
ALL IMPORTANT.

HOW CAN WE MINIMIZE CRISIS SITUATIONS ?

1. RESPONSIBLE PLANNING OF TRAINING
AND VACATIONS.

-PROPER DEVELOPMENT TRAINING PLAN.

2. RESPONSIBLE PLANNING OF CONSTRUCTIVE
P.M.
3. RESPONSIBLE PLANNING OF RIN-LIN-TIB
INSTALLATION.
4. MANAGEMENT FOLLOW THROUGH TO DETERMINE
MAINTENANCE PROCEDURES ARE ACCEPTED
AND UTILIZED.
5. MANAGEMENT INTEREST/INVOLVEMENT IN
THE PRODUCT.
6. A COMMUNICATIONS NETWORK.