We are absolutely thrilled you are interested to join us at Rohlik Group. By now we have spoken to you about your experience and personality in great detail. Next step is to find out how you tackle a task in reality.

**Business Process Manager**

**Situation**

In the appendix to this document, you will find a fictitious set of customer complaints for the selected time period. The list is divided into individual categories, across individual warehouses, with the reason and reason for the advertisement. The breakdown of data is independent of the date of creation and is sorted randomly.

**Task**

1. Determine what are the causes of individual complaints in terms of the most common complaints, always approach the solution from multiple perspectives.
2. Suggest how you would handle individual cases from the customer's point of view. What would you suggest to improve and what should we monitor to prevent complaints?

- Suggest what your team should look like, describe team members, their roles in the team, setting responsibilities and powers.

o For team members, determine how you would motivate them

o For team members, describe how you would measure them

**Additional Information**

The data is internal in nature and is not intended for further dissemination or provision to other persons.

**Format**

Result of the case study should be captured in a format of your choice that is easily shareable with us during the next meeting. We don’t need you to write essays, clear and consistent content is much more important to us. Please send us the presentation materials of your Case study 1 day prior to the meeting so we can review and get ready for the talk.