

Handling Problems and Issues Process



- 1) Listen
- 2) Understand the problem or issue
- 3) Be clear on the level of severity
- 4) Make commitment to solution
- 5) Documentation required: Yes or No
- 6) Make commitment to follow up:
 - a. When?
 - b. Define commitment
- 7) When you follow up:
 - a. Review the commitment
 - b. Explain the solution
 - c. What is in place, so it will not happen again?
- 8) Listen