108: Three LOGBOOK

100: Office Administration · https://milo.masseyservices.com/docs/108-three-logbook/

Section: Office Administration
Subject: Three Log Book
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Policy Owner: Director of Administrative Training

Policy

Above all we are committed to Total Customer Satisfaction. The greatest opportunity for managers to influence their Team Members to achieve this is during the daily Check-In session. This session provides consistent interaction and creates an environment of accountability. The Service Manager conducts this mandatory check-in session at the end of every workday with each Team Member. The General Manager also conducts a check-in session with each Service Manager. The three logbook provides each manager information needed to during these sessions.

The three logbook contains the following items:

- Production to Do report from the beginning of the month
- Current production log
- Current complaint log
- Current cancellation log

The book is set up as follows:

1. The Production to Do is placed first in the book.
2. There is a tab for each production route.
3. In each tab is the route’s:

1. production log
2. complaint log
3. cancellation log

Administrative Responsibilities

The administrative team maintains the three logbook. The book is kept at the Office Managers desk. Each day, around 3:00 PM, the Office Manager or CSR will print the current production, complaint, and cancellation logs. The logs are separated by route and placed into the three logbook under their corresponding routes.

Service Manager Responsibilities

The Service Manager will collect the book prior to conducting check-ins. They will prepare by reviewing the current status of each route, taking note of items which will need to be addressed and reviewed with each team member.

During check-in the Service Manager, with the Technician/Specialist, will:

- review the route's performance and make any necessary adjustments to ensure all scheduled work is completed according to SPP 403 Scheduling of Accounts.
- review all outstanding complaints, ensuring they are resolved according to SPP 602 Customer Complaints.
- review each open cancellation request to determine any additional information which help with saving the customer.

General Manager Responsibilities

Each afternoon the General Manager will check-in each Service Manager. The process is similar to the Technician/Specialist check-in. The goal of this check-in is to:

- verify all production is being completed per the schedule. If it is not, has the Service Manager made the necessary adjustments to ensure we meet our contractual obligation to our customers?
- Have all new complaints been contacted and addressed?
- Have all scheduled complaints been resolved to the customer's satisfaction?

- Are there complaints which require the Service Manager or General Manager’s attention? If there are, what is the plan to resolve them?
- Have all cancellation requests been contacted? What actions have the Technicians, Specialists, and Service Manager taken to save each customer?

With this information the General Manager can make any necessary adjustments to ensure we meet our goal of ***Total Customer Satisfaction.***

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