C1: Management’s “Work in Field” Program

C: Corporate · https://milo.masseyservices.com/docs/c1-managements-work-in-field-program/

Section: Corporate

Subject: Management's "Work in Field" Program

Approved by: Harvey L. Massey

Effective Date: 1 September 1995

Last Reviewed Date: 1 September 1995

Policy Owner: President

Objective

To facilitate our goal of increasing Team Member satisfaction and customer loyalty, a Corporate "Work in Field" Program has been instituted. This program has been designed to:

1. Give the Corporate Management Staff a better sense of what takes place during normal Service Center Operations;
2. Determine if current policies and procedures efficiently and effectively assist and benefit both Company Team Members and Customers; and
3. Improve the relationship and communication between the Service Centers and the Corporate Office.

Policy

Each member of the Corporate Management Team will be expected to visit a Service Center at least once a quarter. Each individual will spend a day working in one or more of the Service Center Positions, both related and unrelated to their Corporate responsibilities. This will include working with Pest Prevention Technicians, Termite Technicians, Lawn, Tree & Shrub Technicians, Sales Inspectors, Office Administrative Staff, Service Managers and General Managers.

Upon completion of their visit, they will prepare a "Work in Field" Observation Report. This program and the report is designed to include constructive recommendations for improving the link between the Service Centers and Corporate Office. The report must be submitted to the President and circulated among Corporate Management Staff Members.

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