



THE ASTOUND GROUP, SERVICE QUALITY ADVISORS

Allow us to help you stand out and astound!

Module 2: Project by Project Improvements

Do you have a systemic problem that is causing numerous guest complaints and negative experiences? Do you have a work process that you believe needs to change but do not know where to start? Are you wondering why work is cumbersome and takes too many people or too long to finish? Do you see process steps where mistakes happen again and again?

Allow us to help you stand out and ASTOUND! We will utilize Process Mapping and Process Improvement to eliminate root causes and provide solutions that will make work simpler, faster, better and cheaper... without sacrificing quality...

What is this Project all about?

This two-day project starts with an operational observation of the process and interviews with appropriate stakeholders. This will be followed by a half-day hands-on workshop utilizing the Process Mapping quality tool where bottlenecks are identified and eliminated through root-cause analysis. Improvement action steps are brainstormed with agreed-upon implementation steps and timeline. The project goal is to eliminate guest problems and/or a 50% reduction of process steps.

Project Deliverables:

- Strategic Action Plans and Implementation Timeline to eliminate recurring or systemic guest complaints which will lead to higher satisfaction ratings and reduction in negative social media sentiments.
- Up to 50% reduction of process steps and improved cycle time how work gets done.
- Right-sizing of teams with optimized productivity.

Workshop Requirements:

- One full day of observations in the area of concern and interviews with all stakeholders
- Cross-functional leaders and/or associates to attend the second day workshop
- 1 Hour Meeting with Senior Leaders for the team to present their action plans
- Meeting Room with Audio/Visual set-up for the workshop

Consultant Requirements:

- Applicable board and lodging based purpose of stay - business or leisure
- Travel expenses to include R/T Airline fare, airport transfers or applicable mileage charges if drivable from consultant's place of business
- Consultant Fee: To Be Advised

Privacy and Confidentiality:

- The Astound Group will adhere to the strict confidentiality of data and information provided by the client