

SEF step: Repair

What should be the outcome of the solution: All staff are informed and active on improving the service.

KPI: NPS.

What do you need (tools): Gfk SEF data.

Who leads it: Dealer Principal, Sales Manager, Service Manager.

Who is the target audience: All staff

How to:

Step 1: Hold inter-departmental meetings weekly. Use these as an opportunity to inform them of the CSE scores.

Step 2: Create an agenda that should be followed in every meeting.

Step 3: Create actions and allocate responsibilities and make sure that all is written down in some meeting minutes with deadlines for the actions.

Step 4: The managers should in turn hold weekly meetings based on the same agenda with their

teams to inform them of the CSE scores and create actions and allocate responsibilities and make sure that all is written down in some meeting minutes with deadlines for the actions.

Step 5: Meet every week and discuss the status and outcome of the actions.

Step 6: Remove any blocks stopping the staff from achieving their delegated targets.