

Project Balance

The importance of giving the customer everything they need in a timely fashion

QUALITY + EFFICIENCY = CUSTOMER SATISFACTION

Finding Balance

When inspecting product what do you think is more important?

- ▶ the quality of our work, or
- ▶ the speed of our work



Project Balance

- ▶ For our customers, the answer is both.
- ▶ While the quality of our work can never be compromised it is equally important that we work as efficiently as possible to complete the project



Project Balance

- ▶ Think of it like this: You go to your favorite drive-thru and order a Cheeseburger, Fries and a Coke



IS THIS OK?

You get to the window and your bag of food is already waiting! WOW, that was fast!

But when you open your bag you have a fish sandwich, onion rings, and a root beer.

NO!

IS THIS OK?

You get to the window and wait and wait and wait and wait (over 5 minutes!)

Finally, you get your order, it is correct and hot.

NO!

Project Balance = Customer Satisfaction



- ▶ As a customer of that drive-thru we wouldn't be happy about either outcome. We want what we asked for and as quickly as we can get it!
- ▶ Benchmark customers are no different. They expect good quality work as efficiently as possible.

Click on the button below to take the quiz for this session.

QUIZ