

PLANNING MEETING September 1997

Pre-Meeting Concerns and Objectives

STEVE:

- ⇒ What makes the group "tick"?
- ⇒ Where I fit in

NILSA:

- ⇒ How to stay focused-not be deterred from the major functions
- ⇒ Interruptions

PETE:

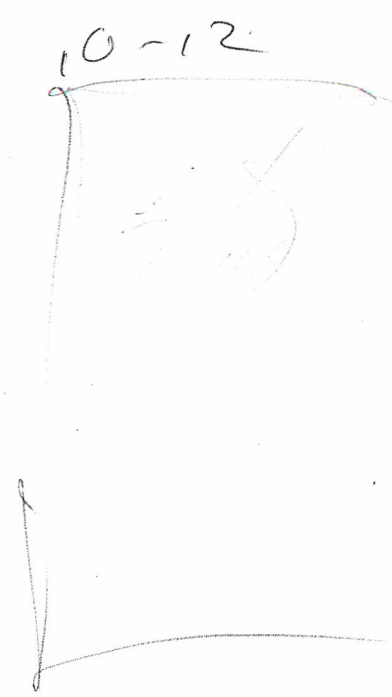
- ⇒ Stress levels high
- ⇒ Establish realistic, clear expectations
- ⇒ Rules and Responsibilities
- ⇒ Address performance issues

CHRISTINE:

- ⇒ Realistic strategy to overcome obstacles to reaching goals
- ⇒ How to become more effective and efficient

ANTHONY:

- ⇒ Lack of Workflow
- ⇒ Paperwork System Breakdowns
- ⇒ Staff Shortages
- ⇒ Management Teams Inexperience Together/ Focus
- ⇒ Lack of Management Departmental Goals



Challenges to overcome

- ⇒ Lack of consistent and complete paperwork
- ⇒ • Incomplete and sometimes incorrect information for requests on estimates (need for a check list-need to use it).
 - People don't always know what is involved in doing estimating
 - Incomplete information on jobs
- ⇒ Systems in place but not being followed
- ⇒ Mechanical delays
 - How related
 - Machinery not functioning properly (processors, drives, PC's)

- ⇒ Interruptions
- ⇒ Lack of knowledge of existing systems
- ⇒ Lags in vendor ship dates vs. Billing dates
- ⇒ Time lack system unreliable
- ⇒ Too much "talking"
 - Open office atmosphere
- ⇒ Constant traffic through Customer Service area
- ⇒ Lack of coordination between Design, Production and Customer Service
- ⇒ Ineffective billing system in design department
- ⇒ Unprofitable and time consuming "Walk Ins"
- ⇒ Lack of consistent daily billing
- ⇒ Staffing capabilities
- ⇒ Staff shortages
- ⇒ Work flow system break downs
- ⇒ lack of communication regarding status of work and reasons
- ⇒ Lack of communication regarding expectations
- ⇒ Lack of clear/consistent complete goals

