

Action Plan Title**TECHNICIAN TEAM MANAGEMENT PROCEDURE****CODE CF [6.5]***PCR /Compliance Process Database / Group Text***ACCOUNTABLE POSITIONS**Position with Overall Accountability.....**CUSTOMER FULFILLMENT MANAGER**Participating Positions**LEAD TECHNICIAN
TECHNICIAN****OBJECTIVE**

To create and foster a partnership within a small group, where all employees are working together towards the fulfillment of the company Mission and Strategic Objective.

LOGIC

It has been determined that people support what they create. Therefore, it is our intention to develop an environment where small groups have the freedom and opportunity to identify and establish their own goals, while working together to achieve a desired result. Medley Communications has created clear and logical standards and fosters an environment where hard work and success is recognized and acknowledged. It is our commitment and passion to partner with each employee working towards the fulfillment of our vision while allowing them to experience a sense of Accomplishment, Pride and Self-Worth.

STANDARDS

1. Every employee will be responsible for being an active member of their team, and will be expected to help identify and work towards the fulfillment of customer expectations.
2. All team members will be accountable for staying in communication with their team and communicating the following to their team via group text.
 - a. Any attendance issue prior to the scheduled start time. (This will include being late, being absent for any reason, or traveling to another location. The only exception will be

- scheduled days off. All team members should know the whereabouts of their entire team. Texting should be done while parked, and never while driving)
 - b. Any situation where the support of the team is required.
 - c. 1019 real time. (It is our intention that each team member be aware of who is still working.) CPE and Actsoft process complete.
- 3. The Team Lead will be a model Medley Communications Technician. (Appearance and Vehicle will always be kept to company standards. The Team Lead will portray an attitude that displays a positive outlook on life and work.)
- 4. The Team Lead will be accountable for completing the morning routine and Lead PCR to company standards.
- 5. There will be a team huddle at the start of each workday, located in a pre-designated location.
- 6. The Team Lead will be accountable for completing the Attendance and Compliance Procedure to company standards. This will be completed during the first 5 minutes of every morning.
 - a. Support each team member with texting and communication standards.
 - b. All communication regarding attendance will be input immediately after receiving notice.
 - c. A record will be started for each team member prior to huddle start time.
 - d. Only one record will be started daily for each Technician. All updates will use edit feature
 - e. Start morning huddle at established start time.
 - f. Verify attendance for each team member and edit the record accordingly.
 - i. Any Tech not present or communicated will be marked both late and missing.
 - ii. If Tech shows up after being marked missing, record will be edited to only late.
 - iii. If Technician is off, status will be entered or changed to off.
 - g. Conduct a physical inspection of all vehicles for cones, signs and organization. All infractions will be documented as “No” and a comment clarifying infraction will be entered.
 - h. Conduct a physical inspection of all uniforms. All infractions will be documented as “No” and a comment clarifying infraction will be entered.
 - i. When an inspection is not conducted, it will be documented “No” and a comment will be entered.
 - j. Whenever possible, infractions will be rectified prior to leaving office.
- 7. The Team Lead will be accountable for facilitating the Team Performance and Focus Discussion. Again, all team members will be expected to generate an active discussion with the intention to identify better ways to exceed the expectation of the customer.
- 8. The Team Lead will be the active Certified Trainer and will follow all training guidelines to company standards.

DESCRIPTION OF SYSTEM BENCHMARKS

NO.	ACTIVITY	ACCOUNTABLE POSITION	TIMING
1.	Report to work 10 minutes prior to the start of the Team Huddle prepared to support the team with the fulfillment of the Company Mission and Strategic Objective.	Team Lead	Morning
2.	Complete morning routine to company standards.	Team Lead	Morning
3.	Support Group Text to standards.	All Technicians	
4.	Attend weekly Lead Meeting.	Team Lead	Weekly
5.	Support team members in the field when requested.	All Technicians	Daily
6.	Work with Supervisor to identify and create weekly goals.	Team Lead	Weekly
7.	Conduct Field Training Process to company standards.	Team Lead	