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## The Constructus Way

### **1. Problem ~ Identify the specific problem you want to address.**

Disorganization of tools that are used by multiple service technicians and slow turn-around time.

### **2. Affect ~ How does the problem affect your business?**

Time and energy is spent trying to locate the same items multiple times throughout the day rather than increasing billable service hours, completing more service tickets, and increasing turn-around time for the customer.

### **3. Leadership Factor ~ How do the leaders contribute to the problem?**

They haven't set up a system how to organize the tools in the bays or on the trucks. They tell us to just figure it out. There is no incentive to increase productivity. We are paid by the hour no matter what we are doing; service or looking for tools. Same pay.

### **4. Solutions ~ Develop a list of solutions that could solve the problem.**

- Create a system for organizing the bays and trucks with the appropriate tools for the job
- Schedule in an estimated amount of time after each service to put the tools back where they go
- Start each day with a quick check list of tools ~ Assign task to a service technician
- End each day with a quick check list of tools ~ Assign task to a service technician
- Create an incentive program for people who can follow the system
- Create an incentive program for people who increase their productivity
- Hang a clipboard of wants and wishes so that the Service Technicians can post the items that would make their jobs easier and leadership can determine new purchase decisions based on this list from the people actually doing the job rather than on the savvy sales person that stopped by their office

### **5. Implement ~ Make a plan to implement solutions**

You can add to the solutions above by inviting your entire staff to have a brainstorming session and then prioritize what solutions you will start to implement. I recommend that you post all of the ideas on big butcher paper around the room and give everyone 5 sticker dots. Everyone gets to put their sticker dots on



their 5 top ideas that they like. Once that is completed, simply see what solutions have the most dots and move forward from there with the next step.

**6. Delegate ~ Assign parts of the plan to team to implement**

Use this chart of something like this to assign the Action Steps or Tasks that need to be completed. Put the name or names of the people who are responsible for the task. Create a reasonable Due Date for completion of the Task and put a Progress Date mid way so that you can check up and check in with any questions or concerns they may have.

Task	Assigned To	Progress Date	Due Date



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**7. Report / Follow –Up ~ Meet with team regularly to asses implementations**

Leaders will need to provide PAID time for the members of the team to work on their Tasks. They will need to schedule time to meet with the various people for their progress due date appointment and then be ready to address all questions and concerns, celebrate what is working, and address the necessary changes so that they can get back to work, implement the solutions and increase productivity.

**8. Evaluate ~ Measure and discuss how business improved due to change. Keep evaluating and improving.**

One of the tasks that is crucial to the success of this process and any one similar from here forward is to measure the success. When working together as a team to implement business change one thing will most likely happen, team work! This is an added benefit. You may also find that the loyalty and camaraderie will also increase within your organization. Productivity will increase if time spent looking for tools is now spent directly on servicing work orders. In any case, have one of the technicians or someone in your organization determine the amount of customers serviced before solutions were implemented and then compare that to results today. Reminder.... All systems need to be maintained and evaluated in an ongoing scheduled system. This needs to also be one of the tasks. Schedule how often you will revisit this challenge and ask your team if the solutions you are implementing are working.