

## Star Certification Presentation



Name:

Process:

Date:

Please enter name of company here



## Agenda

- Brief Description of Process
- Metrics: Pre & Post 8 weeks
- How?
- Success Stories
- Challenges Faced during implementation
- Future Action Plans

## Brief Description of process



- **Basic info**

- ▶ Name of process:
- ▶ Number of people in process:
- ▶ Process Description (data/voice/inbound/outbound):
- ▶ Date [Process start date]:

- **Team size**

- ▶ Number of associates in my team:
- ▶ Average tenure at company [my team members average]:

- **Key achievements of my team so far**

- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_

**Book  
Submission**



No. of Action items to implement: 56

No. of Action Items Implemented: \_\_\_\_\_

Book Submission- Y/N: \_\_\_\_\_

**Metrics: Pre &  
Post 8 weeks**



SLA	PRE	POST
Example: TAT	15 Min	12 Min
Example: Quality Score	78%	79%

Pre course & post 8 weeks of  
implementation of action items

Please also create a hyperlink here: For supporting data

**Metrics: Pre &  
Post 8 weeks**



SLA	PRE	POST
Unscheduled Absenteeism %age	2%	1%
Attrition %age	8%	9%

Pre course & post 8 weeks of  
implementation of action items

Please also create a hyperlink here: For supporting data

## How?



- Reasons for improvement/no improvement:

- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_

## Success Stories



- Success stories [during 8 week implementation Phase]:

▶ \_\_\_\_\_

▶ \_\_\_\_\_

▶ \_\_\_\_\_

▶ \_\_\_\_\_

▶ \_\_\_\_\_

▶ \_\_\_\_\_

▶ \_\_\_\_\_

▶ \_\_\_\_\_

▶ \_\_\_\_\_

▶ \_\_\_\_\_



## Challenges faced



- Challenges faced during implementation:

- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_
- ▶ \_\_\_\_\_

## Future Action Plans



- Future Action Plans:

A series of ten horizontal lines for writing, each preceded by a small blue triangle pointing to the right.



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Questions?

Thank You!

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