

Customer Service Team Quality Assessment Dashboard



Total Calls

302



Avg. Answer Speed(in sec)

47.2



Avg. Calls/Minute

0.110



Abandon Rate

14.80

000

Agent Name	Total Calls	Calls Answered	Avg. Speed of Answer	Calls Resolving(%)	Call Resolution Trend
Jenny	12	12	60.12	85% ■	
Peter	45	18	60.2	75% ■	
Mary	18	18	60.2	80% ■	
Joe	65	65	60.8	85% ■	
Mark	12	10	71.8	30% ■	
Max	25	18	51.2	15% ■	
Rene	11	11	60.2	40% ■	

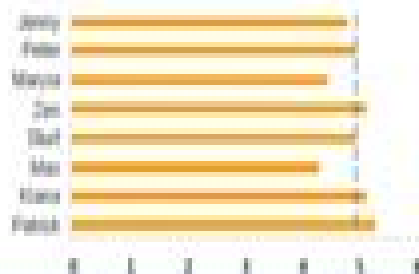
Call Abandon Rate - By Department



Overall Satisfaction Score



Satisfaction Score - by Agent



Service Level Agreement Limits

Calls answered in less than 180 sec:

45%

Calls with satisfaction score less than 3.5:

2.5%

Dashboard Templates For Quality Improvement

Arjen de Jong,Axel Kolthof,Jan van Bon



Dashboard Templates For Quality Improvement:

Quality Improvement: A Guide for Integration in Nursing Anita Finkelman, 2020-12-09 *Quality Improvement A Guide for Integration in Nursing* Second Edition is an integral resource for both nursing students and professionals Quality improvement is a crucial part of healthcare and one that nurses are charged with implementing daily as they care for patients

Digital Quality Management in Construction Paul Marsden, 2019-04-30 Much has been written about Building Information Modelling BIM driving collaboration and innovation but how will future quality managers and engineers develop digital capabilities in augmented and video realities with business intelligence platforms robots new materials artificial intelligence blockchains drones laser scanning data trusts 3D printing and many other types of technological advances in construction These emerging technologies are potential game changers that require new skills and processes Digital Quality Management in Construction is the first how to book on harnessing novel disruptive technology in construction quality management The book takes a tour of the new technologies and relates them to the management of quality but also sets out a road map to build on proven lean construction techniques and embed technologically based processes to raise quality professionals digital capabilities With the mountain of data being generated quality managers need to unlock its value to drive the quality of construction in the twenty first century and this book will help them do that and allow those working in construction Quality Management to survive and thrive creating higher quality levels and less waste This book is essential reading for quality managers project managers and all professionals in the Architecture Engineering and Construction industry AEC Students interested in new and disruptive technologies will also learn a great deal from reading this book written by a professional quality manager with nearly thirty years experience in both the public and private sectors

77 BUILDING BLOCKS OF DIGITAL TRANSFORMATION Jace An, 2018-09-24 This is not a theory book that discusses academic concepts of the digital capability but rather a practical field book that describes the proven digital capabilities as the building blocks of digital transformation and the approach to assessment and improvement of the digital capabilities to achieve successful digital transformation This book therefore caters best for digital practitioners including IT professionals marketers and sales reps as well as digital consultants and digital planners The Digital Capability Model in this book consists of 12 mega capabilities and 77 capabilities where a mega capability is comprised of a set of capabilities This book is organized to describe the CAPABILITIES and their MATURITY LEVELS individually according to the taxonomy of the Model A digital capability is defined in this book as an organizational capacity to produce intended business outcome by combining process people and technology elements in a way that is unique to each organization Process element includes process flow input Many organizations find it difficult to establish a robust yet agile framework for their digital operations This book is all about a ready made yet highly customizable solution to this challenge The author suggests thinking of digital capabilities as the building blocks for digital transformation and describes each capability in great detail Organizations can

simply pick and choose those digital capabilities they consider relevant to them to build their own digital framework Reading this book and following the steps will put you firmly on the road to achieving dominance in the digital space and providing your customers with consistent memorable user experiences that will keep them coming back for more e David Lee Director Process Innovation Samsung America e I was lucky enough to be there when Jace first started to codify his wholistic understanding of digital operations into the Digital Capability Model As I read through this book four years later I again see the clarity of his communication the value of his expansive perspective and the sheer usefulness of this tool The Model is thorough and intricate well thought out and well explained The value of this whole of capability model is tremendous and should become the standard against which digital business is measured e Nick Crowther Managing Director Freerange Future Webby Awards and SxSW Interactive Awards winner e A must read for anyone already involved in digital transformation or wanting to learn how best they can implement and improve their digital operations Rather than delivering generic and superficial statements about digital transformation this book covers the essentials of proven digital capabilities and shows you how to use these to implement digital transformation practically The unified model of Digital Capabilities provides a crash course that introduces readers to all the various aspects of digital transformation If you re looking for a proven practical digital framework this book will exceed your expectations significantly e Jay Jung Customer Digital Adviser Ernst Young

Quality Improvement, An Issue of Clinics in Perinatology, E-Book Heather C. Kaplan, Mushish Gupta, 2023-05-19 In this issue of Clinics in Perinatology guest editors Drs Heather C Kaplan and Munish Gupta bring their considerable expertise to the topic of Quality Improvement In recent years the growing use of quality improvement QI methods to apply evidence based practices to clinical care has resulted in a greater penetration of QI methods in neonatal intensive care units across the world and a more sophisticated appreciation of how best to use them This issue provides important updates in these areas as well as looks at the future of QI in perinatology Contains 15 practice oriented topics including frameworks for quality improvement Lean Six Sigma and the model for improvement in perinatology sustaining improvement in perinatology recent progress in global health quality improvement in perinatology measuring equity for quality improvement in perinatology pursuing equity for all mothers and newborns through population health the role of perinatal quality collaboratives and more Provides in depth clinical reviews on quality improvement in perinatology offering actionable insights for clinical practice Presents the latest information on this timely focused topic under the leadership of experienced editors in the field Authors synthesize and distill the latest research and practice guidelines to create clinically significant topic based reviews

[Project Management Best Practices: Achieving Global Excellence](#) Harold Kerzner, 2018-03-20 The comprehensive guide to project management implementation updated with the latest in the field Project management has spread beyond the IT world to become a critical part of business in every sphere built on efficiency analysis and codified practice professional project management leads to the sort of reproducible results and reliable

processes that make a business successful Project Management Best Practices provides implementation guidance for every phase of a project based on the real world methodologies from leading companies around the globe Updated to align with the industry s latest best practices this new Fourth Edition includes new discussion on Agile and Scrum tradeoffs and constraints Portfolio PMO tools and much more Get up to date information on the latest best practices that add value at every level of an organization Gain insight from more than 50 project managers at world class organizations including Airbus Heineken RTA IBM Hewlett Packard Sony Cisco Nokia and more Delve deeper into implementation guidance for Agile Scrum and Six Sigma Explore more efficient methodologies training measurement and metrics that boost organization wide performance Adopt new approaches to culture and behavioral excellence including conflict resolution situational leadership proactive management staffing and more Ideal for both college and corporate training this book is accompanied by an Instructor s Manual and PowerPoint lecture slides that bring project management concepts right into the classroom As the field continues to grow and evolve it becomes increasingly important to stay current with new and established practices this book provides comprehensive guidance on every aspect of project management with invaluable real world insight from leaders in the field

Hospital Quality Doug Johnson,2023-10-24 In healthcare quality management refers to the administration of systems design policies and processes that minimize if not eliminate harm while optimizing patient care and outcomes Whether you are a hospital with 1 000 beds or 25 the fact remain that every hospital must navigate and manage the many complexities associated with a quality management system Why is quality management important in healthcare There are numerous reasons why it is important to improve quality of healthcare including enhancing the accountability of health practitioners and managers resource efficiency identifying and minimizing medical errors while maximizing the use of effective care and improving outcomes and aligning care to what users and patients want in addition to what they need Hospital Quality Implementing Managing and Sustaining an Effective Quality Management System demonstrates a practical approach to managing and improving quality Whether you agree with the premise that these activities are complex this book will outline a standardized approach that any organization can adopt to meet their needs while accommodating the foundational concepts of quality improvement by accreditation agencies It also outlines how to set up and manage a quality management program as a part of continuous process improvement initiative as well as the purpose and managing of a patient safety organization The purpose of this book is twofold If you re a senior healthcare manager or director tasked with setting up a quality management system this book will provide tools and techniques you can immediately apply If you re a healthcare professional preparing for the CPHQ certification exam this book will take you beyond study guides by explaining what you need to know and the why behind each concept

Competing with High Quality Data Rajesh Jugulum,2014-03-10 Create a competitive advantage with data quality Data is rapidly becoming the powerhouse of industry but low quality data can actually put a company at a disadvantage To be used effectively data must accurately reflect the real world scenario it

represents and it must be in a form that is usable and accessible Quality data involves asking the right questions targeting the correct parameters and having an effective internal management organization and access system It must be relevant complete and correct while falling in line with pervasive regulatory oversight programs Competing with High Quality Data Concepts Tools and Techniques for Building a Successful Approach to Data Quality takes a holistic approach to improving data quality from collection to usage Author Rajesh Jugulum is globally recognized as a major voice in the data quality arena with high level backgrounds in international corporate finance In the book Jugulum provides a roadmap to data quality innovation covering topics such as The four phase approach to data quality control Methodology that produces data sets for different aspects of a business Streamlined data quality assessment and issue resolution A structured systematic disciplined approach to effective data gathering The book also contains real world case studies to illustrate how companies across a broad range of sectors have employed data quality systems whether or not they succeeded and what lessons were learned High quality data increases value throughout the information supply chain and the benefits extend to the client employee and shareholder Competing with High Quality Data Concepts Tools and Techniques for Building a Successful Approach to Data Quality provides the information and guidance necessary to formulate and activate an effective data quality plan today

ITIL® V3 - A Pocket Guide Jan van Bon,2020-06-11 Note This pocket book is available in several languages English German French This Pocket Guide is a concise summary of ITIL V 3 A quick portable reference tool to this leading standard within the Service Management community What are the key service management processes What is the lifecycle approach

Foundations of ITIL® V3 Arjen de Jong,Axel Kolthof,Jan van Bon,2007-09-09 Note This book is available in several languages Dutch English French Spanish Foundations of ITIL and its predecessors have become the industry classic guide on the topic of ITIL Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations This version has now been upgraded to reflect ITIL V3 Written in the same concise way and covering all the facts readers will find that this title succinctly covers the key aspects of the ITIL V3 upgrade The ITIL V3 approach covering the ITIL Lifecycle is fully covered In addition those who are familiar with the Version 2 process approach will be delighted to discover that this new edition of Foundations of ITIL has split out all the processes and describes them in detail This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day to day operations This title covers the following

Executing Data Quality Projects Danette McGilvray,2021-05-27 Executing Data Quality Projects Second Edition presents a structured yet flexible approach for creating improving sustaining and managing the quality of data and information within any organization Studies show that data quality problems are costing businesses billions of dollars each year with poor data linked to waste and inefficiency damaged credibility among customers and suppliers and an organizational inability to make sound decisions Help is here This book describes a proven Ten Step approach that combines a conceptual framework for

understanding information quality with techniques tools and instructions for practically putting the approach to work with the end result of high quality trusted data and information so critical to today's data dependent organizations The Ten Steps approach applies to all types of data and all types of organizations for profit in any industry non profit government education healthcare science research and medicine This book includes numerous templates detailed examples and practical advice for executing every step At the same time readers are advised on how to select relevant steps and apply them in different ways to best address the many situations they will face The layout allows for quick reference with an easy to use format highlighting key concepts and definitions important checkpoints communication activities best practices and warnings The experience of actual clients and users of the Ten Steps provide real examples of outputs for the steps plus highlighted sidebar case studies called Ten Steps in Action This book uses projects as the vehicle for data quality work and the word broadly to include 1 focused data quality improvement projects such as improving data used in supply chain management 2 data quality activities in other projects such as building new applications and migrating data from legacy systems integrating data because of mergers and acquisitions or untangling data due to organizational breakups and 3 ad hoc use of data quality steps techniques or activities in the course of daily work The Ten Steps approach can also be used to enrich an organization's standard SDLC whether sequential or Agile and it complements general improvement methodologies such as six sigma or lean No two data quality projects are the same but the flexible nature of the Ten Steps means the methodology can be applied to all The new Second Edition highlights topics such as artificial intelligence and machine learning Internet of Things security and privacy analytics legal and regulatory requirements data science big data data lakes and cloud computing among others to show their dependence on data and information and why data quality is more relevant and critical now than ever before Includes concrete instructions numerous templates and practical advice for executing every step of The Ten Steps approach Contains real examples from around the world gleaned from the author's consulting practice and from those who implemented based on her training courses and the earlier edition of the book Allows for quick reference with an easy to use format highlighting key concepts and definitions important checkpoints communication activities and best practices A companion Web site includes links to numerous data quality resources including many of the templates featured in the text quick summaries of key ideas from the Ten Steps methodology and other tools and information that are available online

Reviewing **Dashboard Templates For Quality Improvement**: Unlocking the Spellbinding Force of Linguistics

In a fast-paced world fueled by information and interconnectivity, the spellbinding force of linguistics has acquired newfound prominence. Its capacity to evoke emotions, stimulate contemplation, and stimulate metamorphosis is truly astonishing. Within the pages of "**Dashboard Templates For Quality Improvement**," an enthralling opus penned by a very acclaimed wordsmith, readers set about an immersive expedition to unravel the intricate significance of language and its indelible imprint on our lives. Throughout this assessment, we shall delve in to the book is central motifs, appraise its distinctive narrative style, and gauge its overarching influence on the minds of its readers.

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web comportement général le caméléon casqué du yémen est un reptile peu actif il est naturellement arboricole interactions avec les congénères cette espèce étant très territoriale il est préférable d élever un individu seul si aucune reproduction n est voulue et sans contact visuel avec des congénères

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