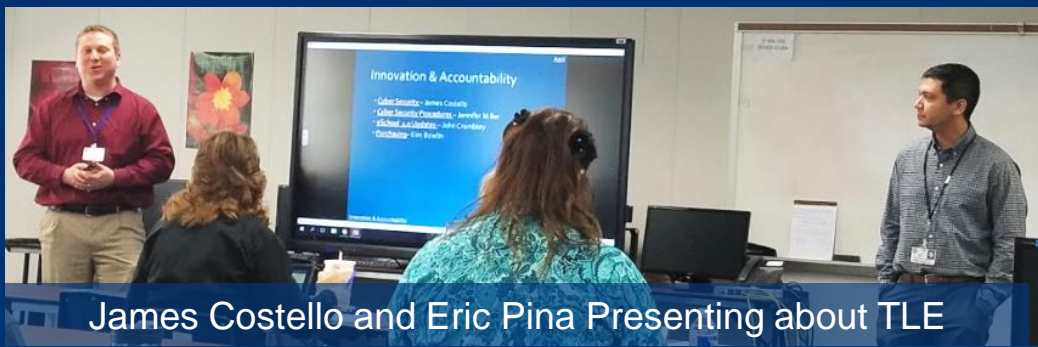




April 2018 – Voice of the Customer Campus and Service Technician Meeting

Frankie Jackson participated in the April 2018 Campus and Service Technician meeting on **April 25, 2018**. There were two meetings: one in the morning and another in the afternoon. It's a day of sharing Information and hearing the Voices of our Customers!

Our department had a multitude of topics that were presented all of which were well organized and communicated. **THANK YOU TEAM!**



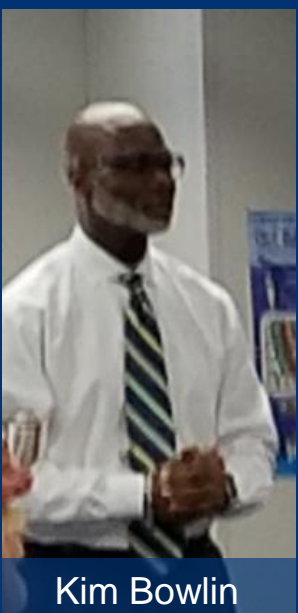
James Costello and Eric Pina Presenting about TLE



John Crumbley



Becky Cook



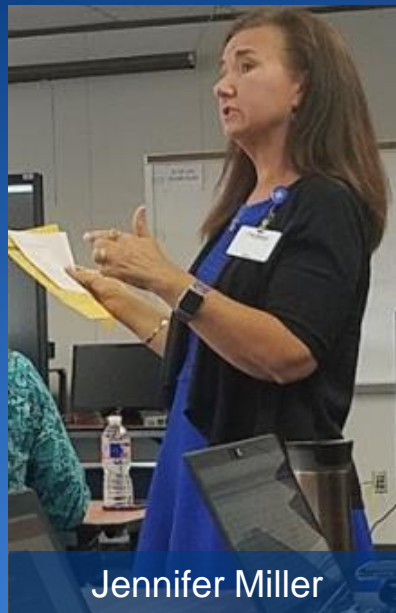
Kim Bowlin



Kim Bowlin



Lillie Swearingen



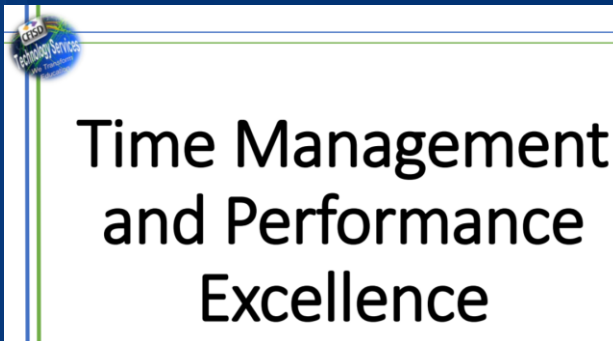

Jennifer Miller



David Deitsch

April 2018 – Voice of the Customer Meeting Time Management and Performance Excellence



Frankie Jackson presented first on the agenda of the April 2018 Campus and Service Technician meeting on **April 25, 2018**. There were two meetings: one in the morning and another in the afternoon. She spoke on the leadership topic of Time Management and Performance Excellence. Her presentation is [here](#).

Time: Our Most Precious Resource

If you have 10 things on your to do list for a given day and you prioritize those things and get the **top 2** things done for that day, you get an **80% return on your time**.

If you do the **bottom 8** but not the top 2 then you get a **20% return**. This is called the 80/20 principle or the **Pareto principle**.

80/20 Principle

- 80% of the traffic jams occur on 20% of the roads
- 80% of classroom participation comes from 20% of the students
- 80% of the time you wear 20% of your clothes
- 80% of the profits come from 20% of the customers
- 80% of the problems are generated from 20% of the employees
- 80% of the sales come from 20% of the salespeople
- 80% of the decisions can be make from 20% of the information