



Technology Transformation Tactical Team (T⁴) Meeting Sustainability - Focus on Leadership and Vision

Frankie Jackson met with Jay Johnson, Larry Barrios, Doug Baker and Frank Adian on **June 27, 2018** in a Technology Transformation Tactical Team (T⁴) meeting. The focus of the meeting was on continuous improvement! A list of needs are identified and will be worked as a priority.

- Discussed technician routing statistics
- Discussed inventory and how it is reflected in the Great8 expectations
- Discussed tweeting
- Reviewed new goals for the team



Transformation Reflections

- Need to conduct a KPI yearly analysis
- Need to conduct technician training over the summer (paid or comp time)
- Need a 3 year trend analysis for response time
- Need to increase Great8 expectations
- Need to measure which technicians help others
- Need more contributions and recognitions.
- Need to update our training offerings and make available on the website

