# Formative Exercise 3B

# Determine Solutions and Implement Plan

1. **What** are the solutions you will offer to the management team of a company who have experienced the ‘moments of misery’ as described in **Formative Exercise 3A**? To answer, choose one ‘moment of misery’ described in F3A. As framework for your discussion, you can use one of the following methods:
2. The 4 circles of service (see in LG)
3. The 12 service specifications (see in LG)
4. **How** would you ensure that such solutions provide for optimum satisfaction of customer service within the constraints and priorities of the organisation?
5. **Which** stakeholders would you consult in developing the plan?
6. **Now**, compile an Action Plan to implement the solution/s suggested in question 1-3. Your action plan must contain the following:
7. SMART objectives/actions
8. Resources needed for each action
9. Timeframes for implementation
10. Responsible person/s for each action
11. **Wha**t role can change agents play in the implementation of the plan? Evaluate both positive and negative impacts?
12. **How** can continuous improvement be ensured in the implementation of the change plan?
13. **What** additional methods/tools can be used in the implementation of the change plan? (use the guidelines of your LG)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **First Attempt** | | **Second Attempt** | | **Third Attempt** | |
| Competent | Not Yet Competent | Competent | Not Yet Competent | Competent | Not Yet Competent |
|  |  |  |  |  |  |