

Time Management & Effectiveness

#5 Escalation Part2

Michala Homolova



- In the slides that follow I provide you with a few escalations from my department from 10 years ago.
- These are examples of good escalations – directed to the right people, in the right time. Escalations that required relatively little amount of time compared to the huge time and stress investment that the issues would have taken if not acted upon early.



Previous example was a courtesy email where my peer, Director of Sustaining, escalated to me an urgent situation. By his email, he saved me many problems By letting me know that:

- There is an ongoing escalation to the highest people at the customer side I was not aware of.
- There was a procedural issue in my department (problem analysis not attached to the incident).
- I should cancel all my meetings on Monday because this is going to be baaad.

I acted by pushing it internally (next slide).

From: Director SC EMEA

To: Team Managers in charge

Subject: Ghana – action needed, case escalated to REQS

Good morning,

can you, please, urgently make sure sustaining incident template is attached to the incident in Ghana (EVA) IMMEDIATELY to prevent us spending hours on escalation calls?

Please confirm once done, I will also give you a call.

Note plan of action and availability of the engineer will be necessary over the weekend.

Thanks, Misa

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This one I got from one of the managers that reported to me. Bad news early are good news, this prevented us from running into production issues and being on the guilty side (rest ensured the customer would blame the vendor:)



ESCALATION 2 Follow up/ escalating further

managementcentrum



ESCALATION 3 - to own manager

managementcentrum

From: Director SC EMEA

To: VP Operations

Subject: Risk of uncovered projects, your reply needed by Friday

Dear VP Operations,

we are heading towards the end of the months of July where all uOne contracts will expire. I am now managing the expectations of the contractors and their agencies in a way that I am trying to get the budget for extension approved by 1st August so that the contractors can start again within the first days of August.

Could you, please, let me know whether it is realistic? I need to get back to them in two days the latest.

Other regions are shopping for these people already and the contractors start to look around, I would not be happy to lose them after having found them, qualified them and trained them.

Budget and coverage of uOne support and deployments attached.

ESCALATION to own manager

managementcentrum

From: Director SC EMEA

To: VP Operations

Subject: Shall we provide service w/o payment?

Dear VP Operations,

Mobile operator in Africa is asking for support of a Ceased and out of support system based on the promise they will place an order. This can basically mean up to 6 months of support for free (estimate of Fred Damiani).

Technically we can do that on a best endeavors basis (no patch, no help from sustaining, no timers), best endeavors as the system is out of support, just want to make sure this is with your approval.

I need to get back to Fred and instruct my team soon, if you could email me your position within the next few days, it would be great.

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ESCALATION to own manager

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From: Director SC EMEA

To: VP Operations

Subject: HR – potential dissatisfaction

Hi VP Operations, This is to inform you about new initiative that may again cause dissatisfaction: we are introducing liability agreement for 3rd party trainings attendees. These are expensive trainings and we will bind our people to sign two years liability in order to get the training – if they leave Acision earlier, they will have to pay proportional amount of cost. Regards, Michala

From: Director SC EMEA

To: VP Operations

Subject: SC EMEA – external ISO9001 audit passed

Hi VP,

this is to inform you about a success of external audit performed 24 April in SC EMEA.FYI, the following findings were pointed out:- 1 observation related to customer training records- 1 minor finding related to handling of improvements through quality improvement log- 1 minor finding related to frequency of incident updates (this is being address together with the cleaning the backlog activity, will follow up further).

Overall the auditor Paul Breslin expressed his satisfaction with our compliancy against ISO9001 standard.

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