

Re: why we often get bad service

that his boss complains about his productivity. I will write a letter to his company reminding them that the quick in-and-out techs who have been here in the past no doubt have more calls per day, but someone needs to look at the call backs too.

Unfortunately that will probably make no difference.

Bosses these days don't seem to care about the *quality* of the result from a call-out, they just want any result so that they can sign it off.

Graham

Employees will work hard to maximize whatever metric of success you use. (This seems to be making the rounds of who's idea it was.)

Puckdropper

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Wise is the man who attempts to answer his question before asking it.

To email me directly, send a message to puckdropper (at) fastmail.fm