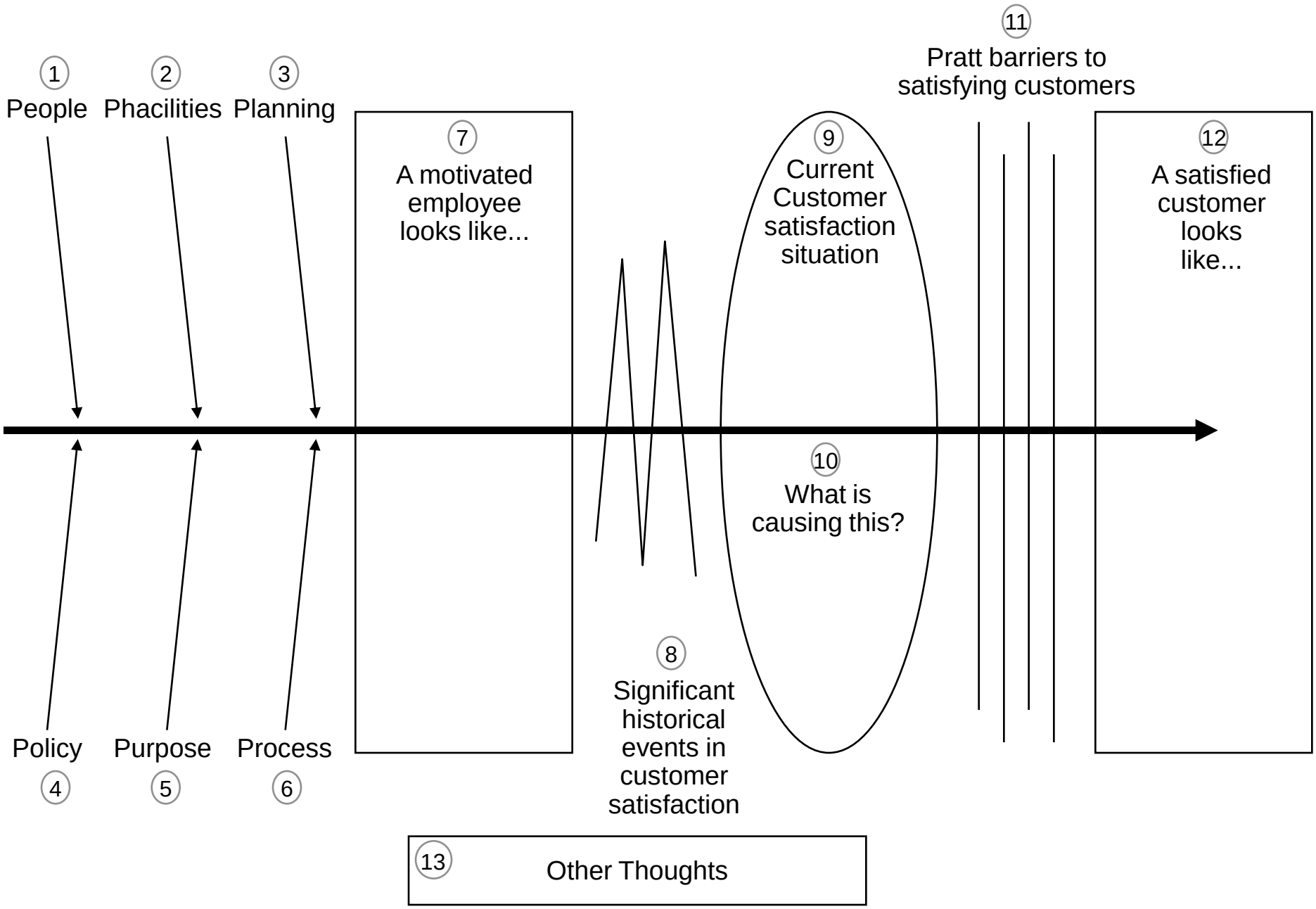
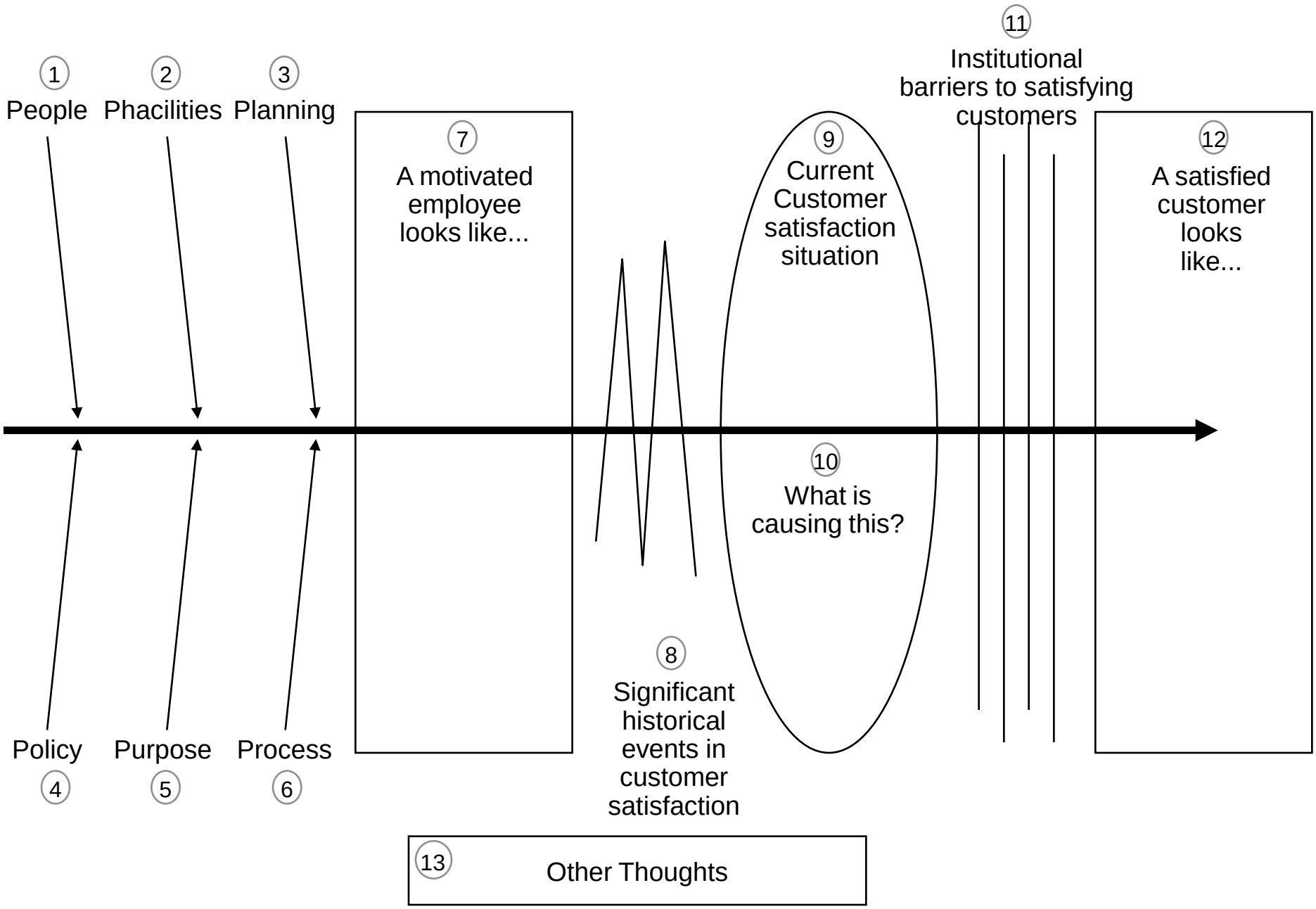

Blocks to Employee Motivation
Blocks to Customer Satisfaction
1
People
2
Phacilities
3
Planning
7
A motivated employee looks like...
11
Pratt barriers to satisfying customers
9
Current Customer satisfaction situation
12
A satisfied customer looks like...
10
What is causing this?
8
Significant historical events in customer satisfaction
Policy
4
Purpose
5
Process
6
13
Other Thoughts


Blocks to My Motivation
Blocks to Customer Satisfaction
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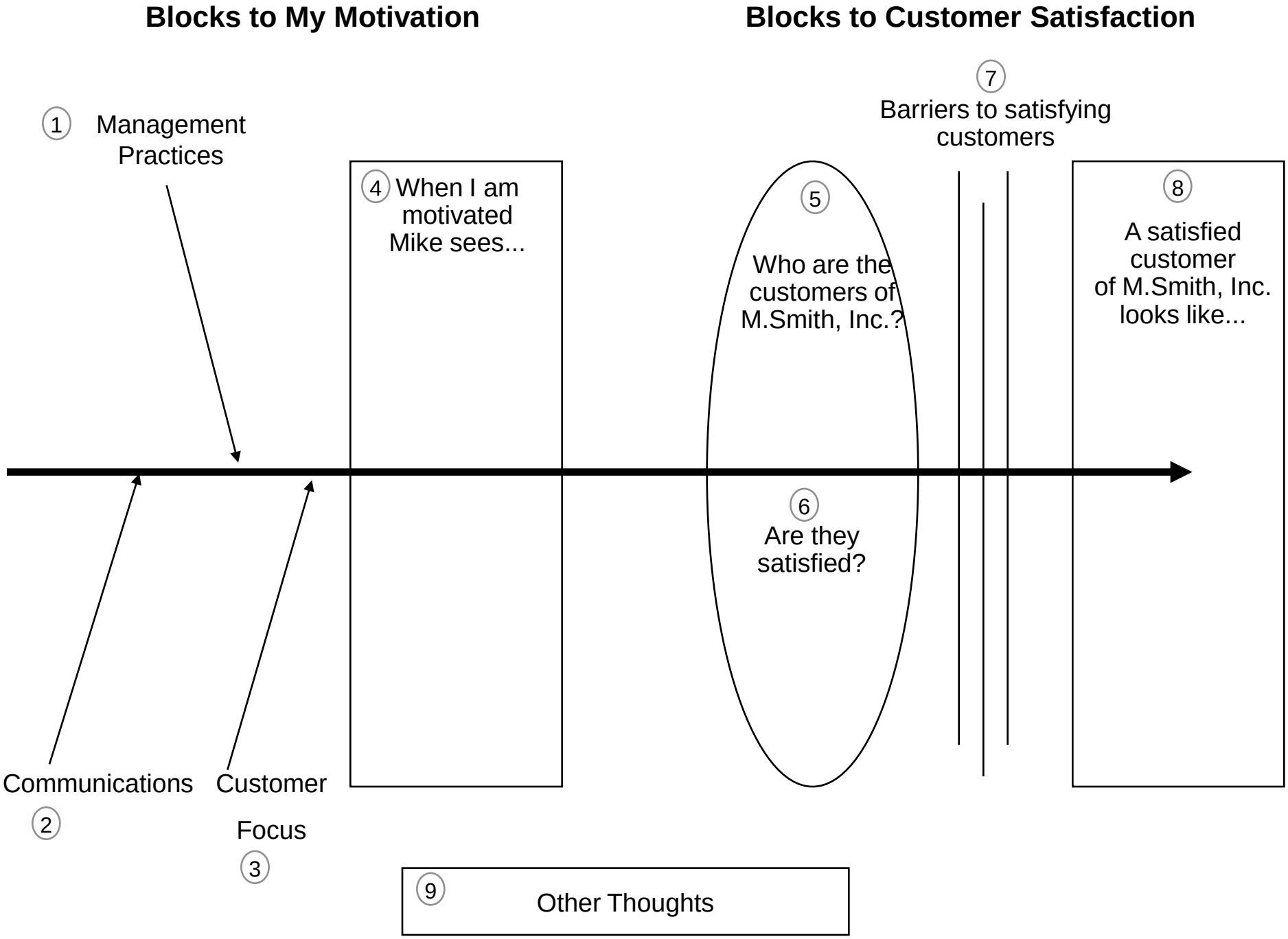
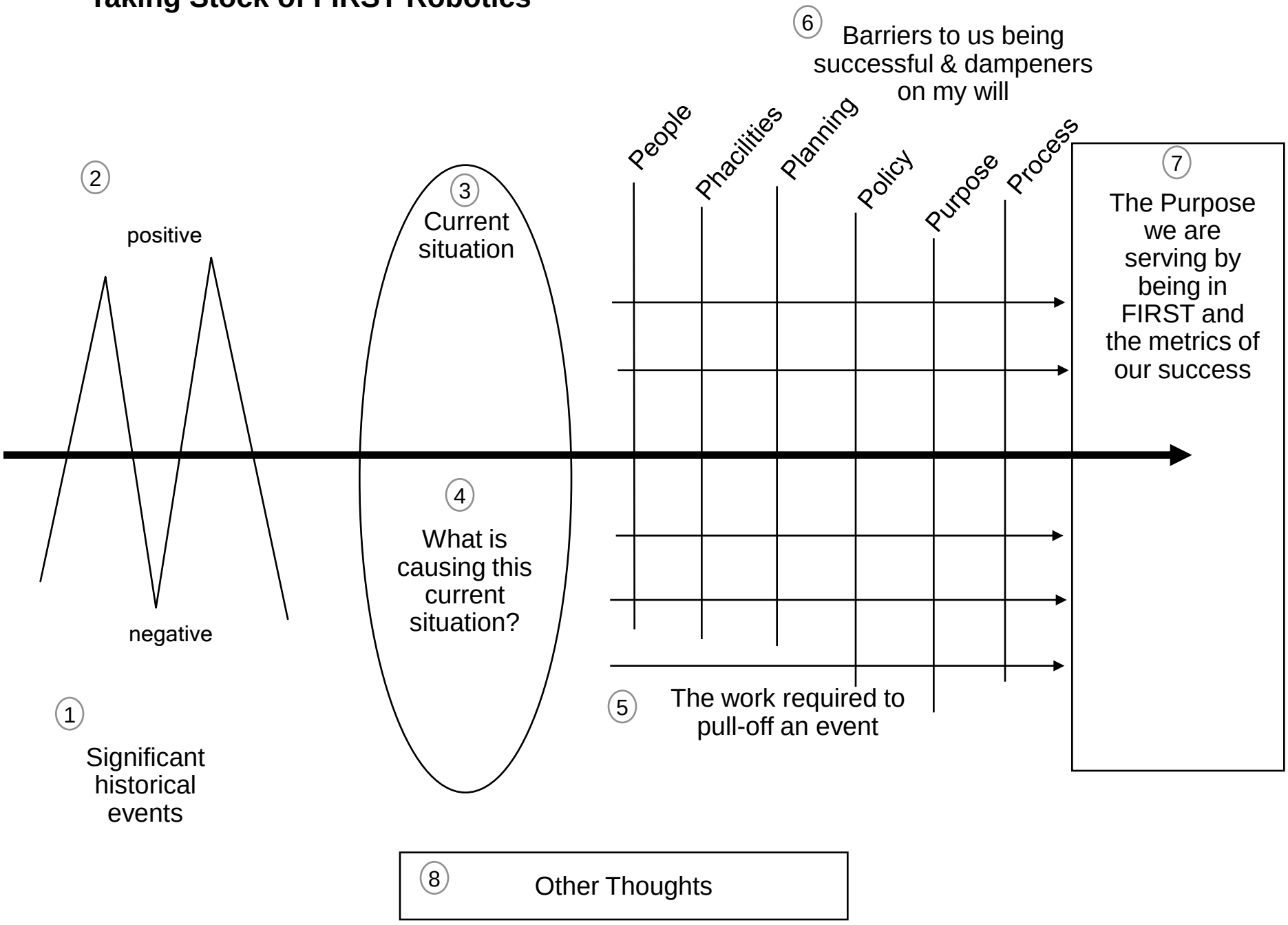

Blocks to My Motivation
Blocks to Customer Satisfaction
1
Management Practices
2
Communications
3
Customer Focus
4
When I am motivated Mike sees...
5
Who are the customers of M.Smith, Inc.?
6
Are they satisfied?
7
Barriers to satisfying customers
8
A satisfied customer of M.Smith, Inc. looks like...
9
Other Thoughts

Taking Stock of FIRST Robotics