



Closing the Loop with Your Customer(s)

As we work through our day-to-day challenges of organization, management, and maintenance we often find ourselves in positions of defending what, where, and why our maintenance efforts ended up the way they did. One area of leadership and management we always seem to save for last, or in many cases not at all, is the communications part of our job.

Communicating to our customers, even after mistakes are made, can lessen the pain and even improve our standing with them. The most successful way to close the loop with your customer is to establish an open book and an open office approach.

The major tricks of the trade for closing the loop are:

- Accurate and up-to-date work order backlog, shared with customer
- Notification process (email) of work order flow through the system
- Follow-up on completion of work, with quality survey
- Weekly planning and communication meetings

The key to the above is an accurate asset and work order management system that is maintained with discipline. If you can accomplish the above tasks, your boss, your customer(s), your team, and you will be happier, more successful, and ultimately more profitable.