

## QUESTIONNAIRE – FINAL EVALUATION

1. After all the research and analysis carried out throughout these workshops, ¿How would you define time management and what does it involve?

- clarifying objectives and goals
  - identifying short-term and long-term goals
- managing time accordingly

2. Which new strategies have you learnt that could help you in your day to day? Which ones will you try?

- customer focused strategy → exporting SR from Siebel to keep track on the SR and making sure that nothing get lost & customer receive a reply fast
- Making sure that the tasks done by agent are done immediately

3. Have you managed to achieve the objective you set for yourself in the beginning of these workshops?

not yet  
I have an objective in mind but to make the achievements visible I will archive it.

4. Do you think that the strategies we have selected will help your colleagues? If that's the case please confirm the objectives that will help them achieve

- Yes
- I think it will help because the some of them don't even have an objective so by setting an objective they can work more focused and with less stress.

5. Do you think we have accomplished the group objective you considered in the beginning of these workshops?

Yes