



# All in on Alignment:

From Consistent Service Level Misses  
to Near Perfection

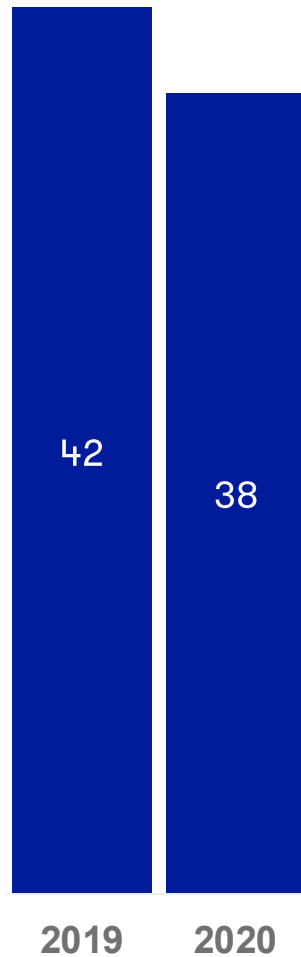
## What going all in on cross-organizational alignment can do



2019

Workforce management can be an unforgiving world, but does it have to be?

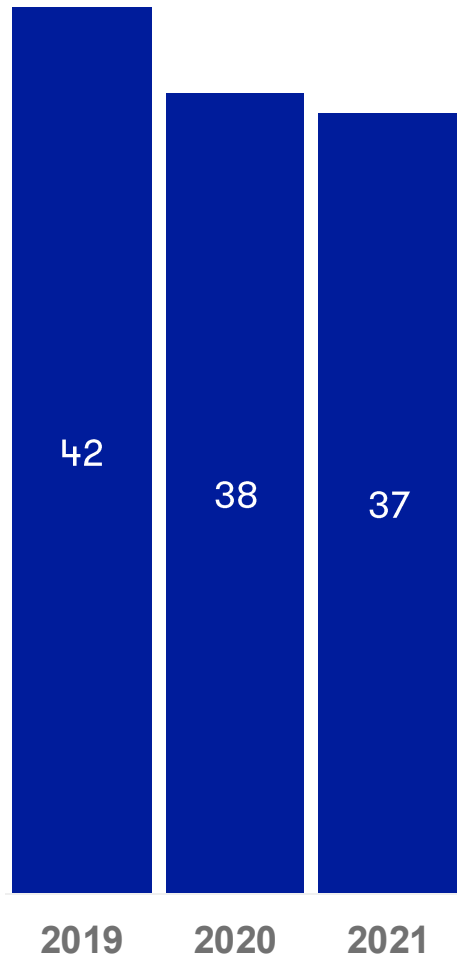
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What if that world discovered a little latitude?

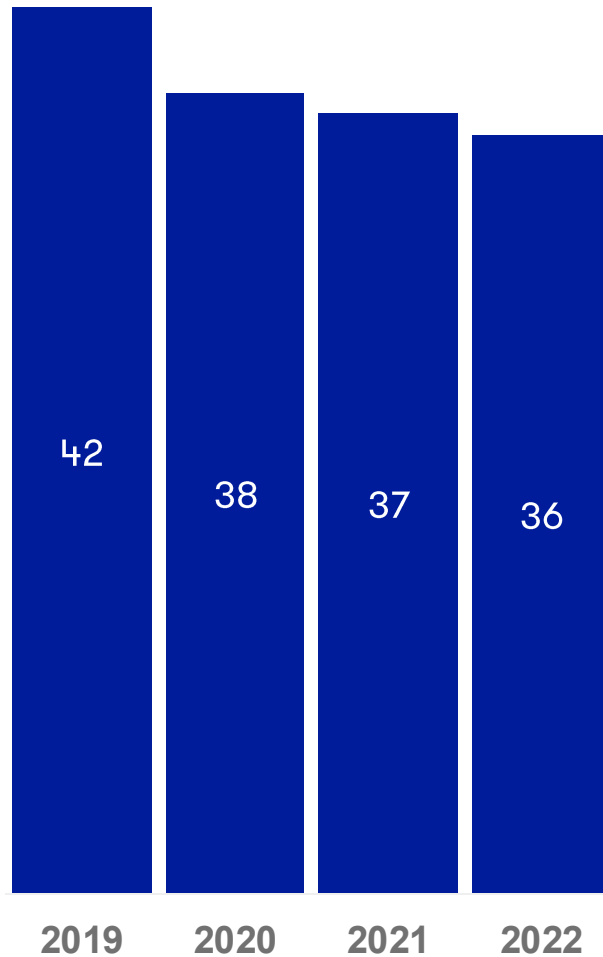
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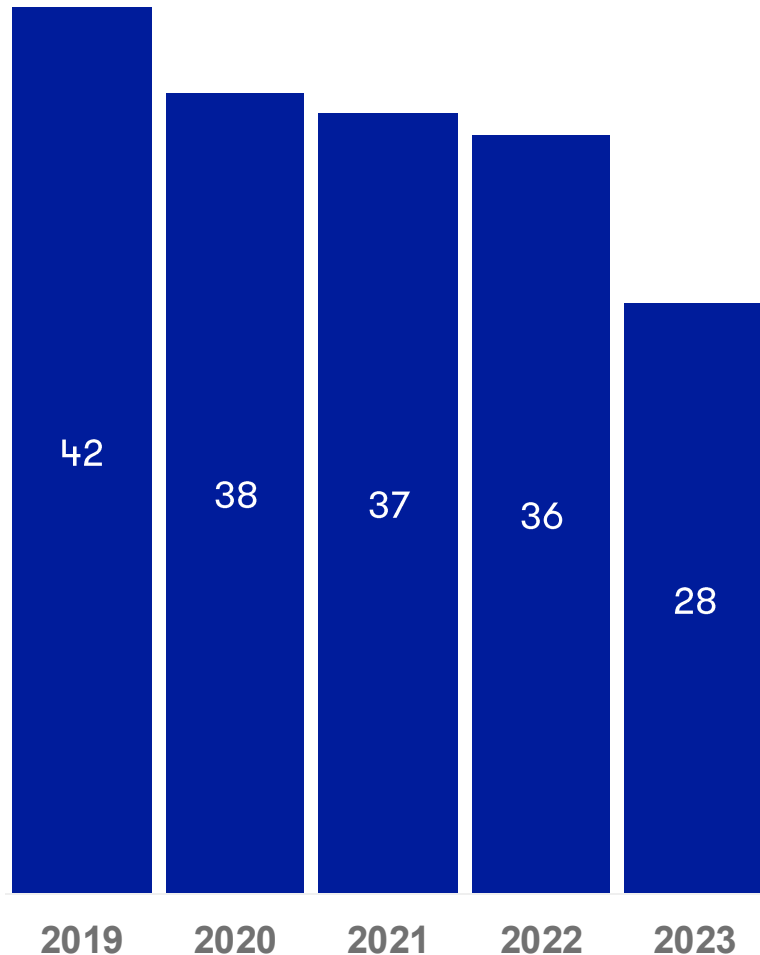
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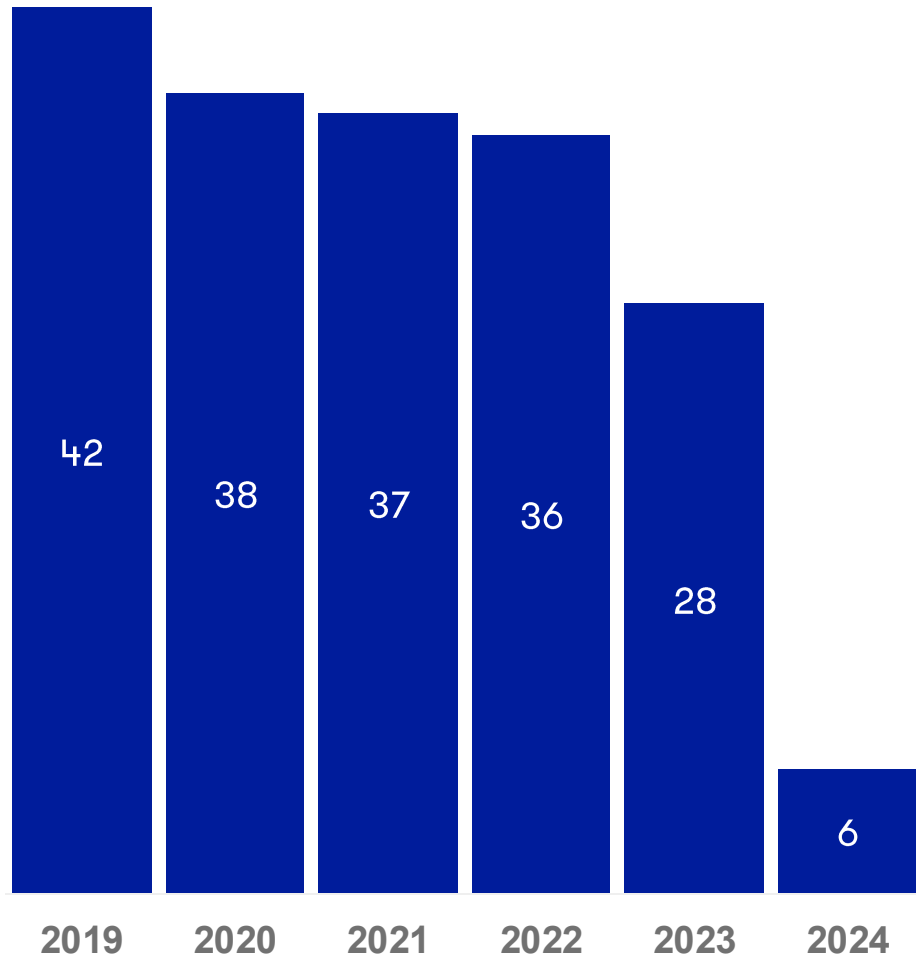
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# What if...

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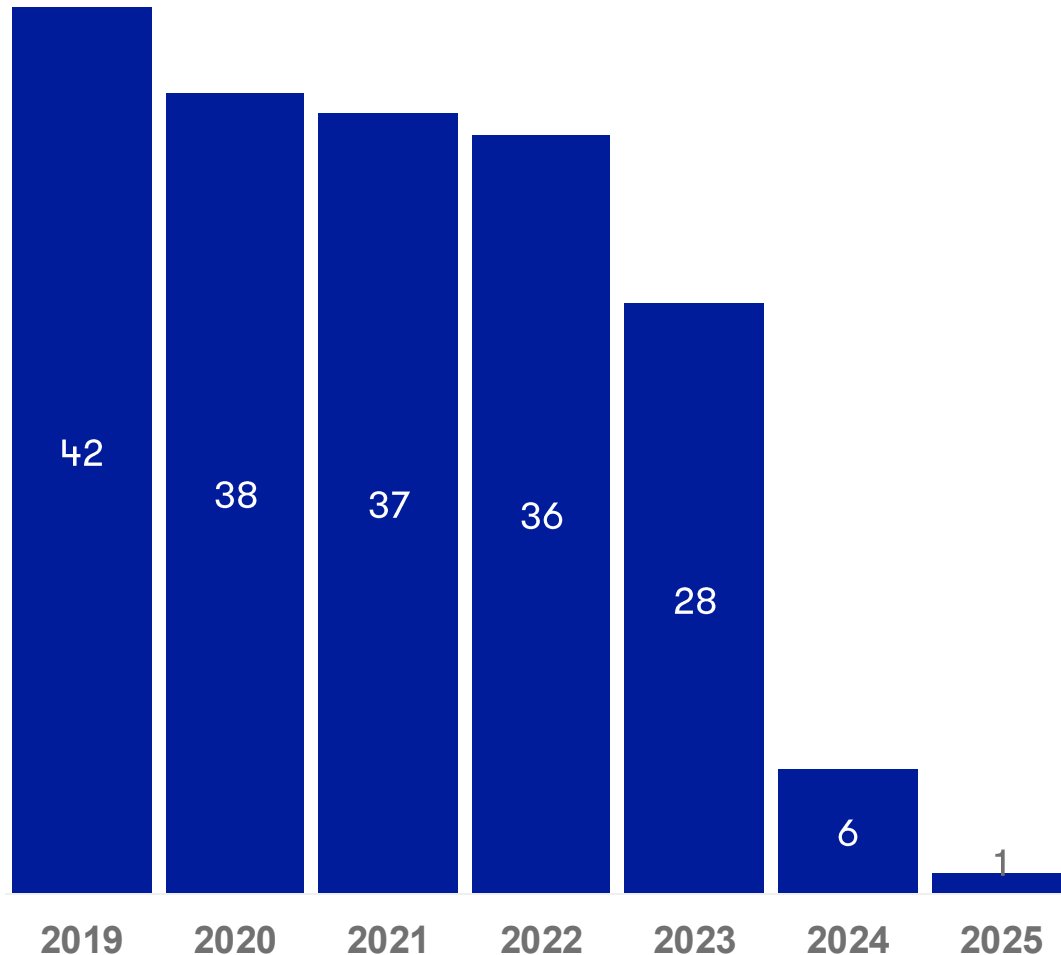
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**What if...**  
**Missing service levels**

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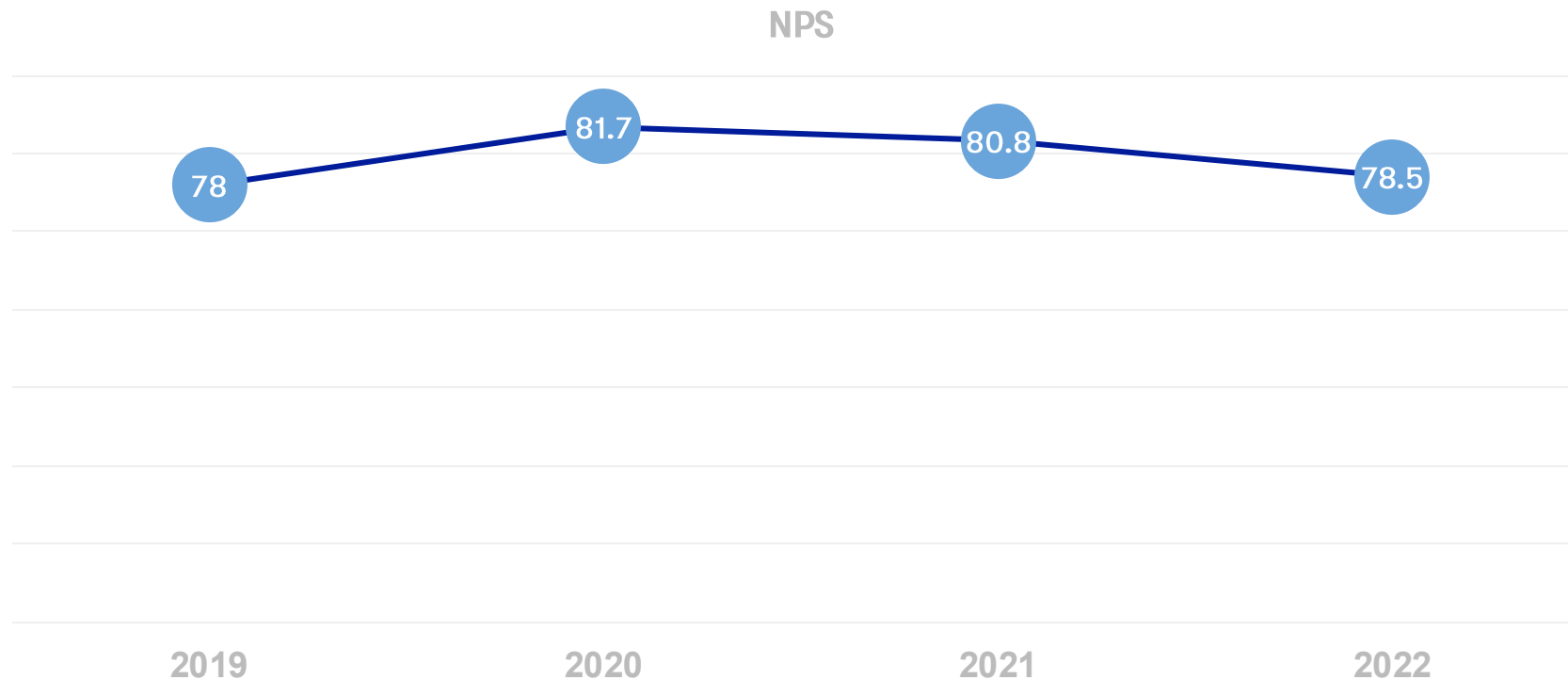
**What if...**  
**Missing service levels**  
***wasn't inevitable?***



## Let's take it back to the beginning

When stepping into this role in March 2022 it was apparent we had a tough question to answer:

If our high level KPIs are being hit & NPS remained at an elite level, is missing our aggressive service level a big deal?



## What is our “north star”?

We had to ask ourselves

- Why do we have the service level expectations we do? (91% in 10 sec)
- What are we willing to sacrifice?
- What are we NOT willing to sacrifice?
- What things are under our control? What can we influence? What falls outside of those buckets?



## Where do we start?

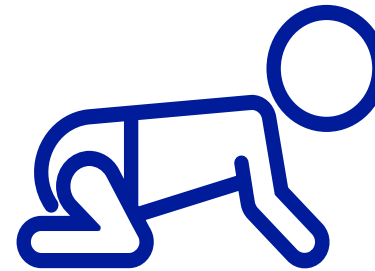
Naturally, we had to start the fix at home.

Consistent misses over years created a WFM team whose struggles boiled down to two main issues...



### Operating in Fear

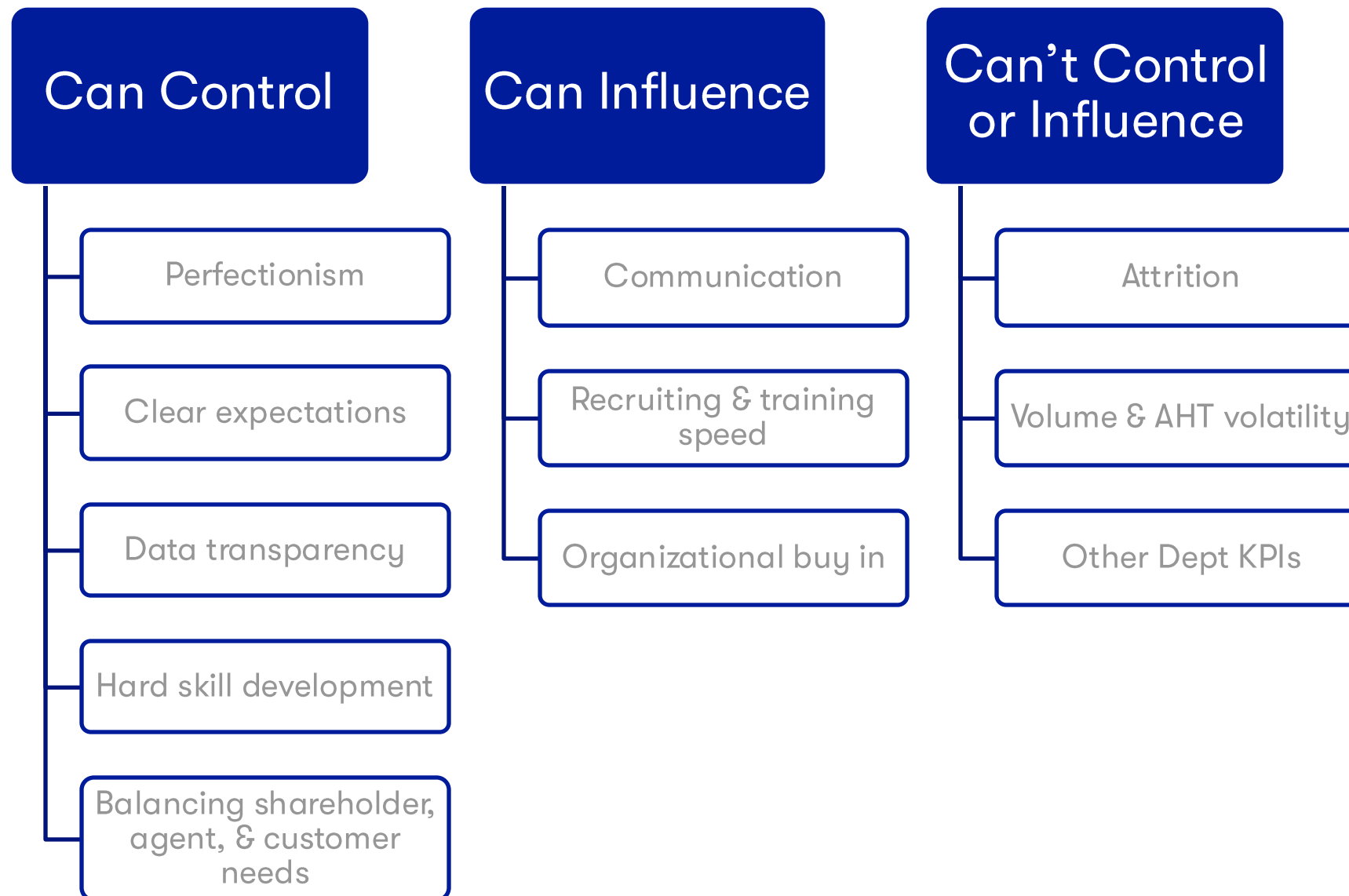
- Low transparency
- Blame external groups
  - Perfectionism
- Unsure of expectations



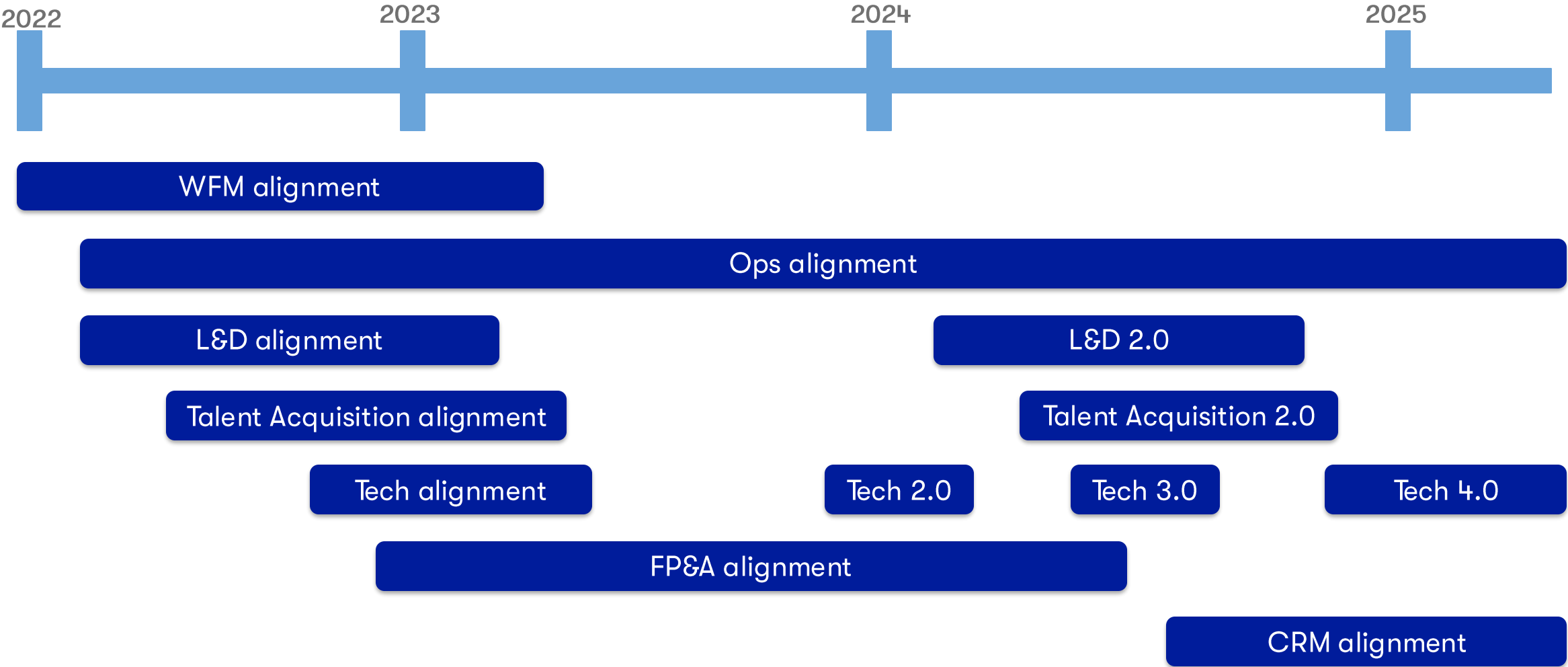
### Low Tenure

- Lacking hard skills
- Didn't know any different
  - Not "bought in"
- WFM knowledge left with prior manager

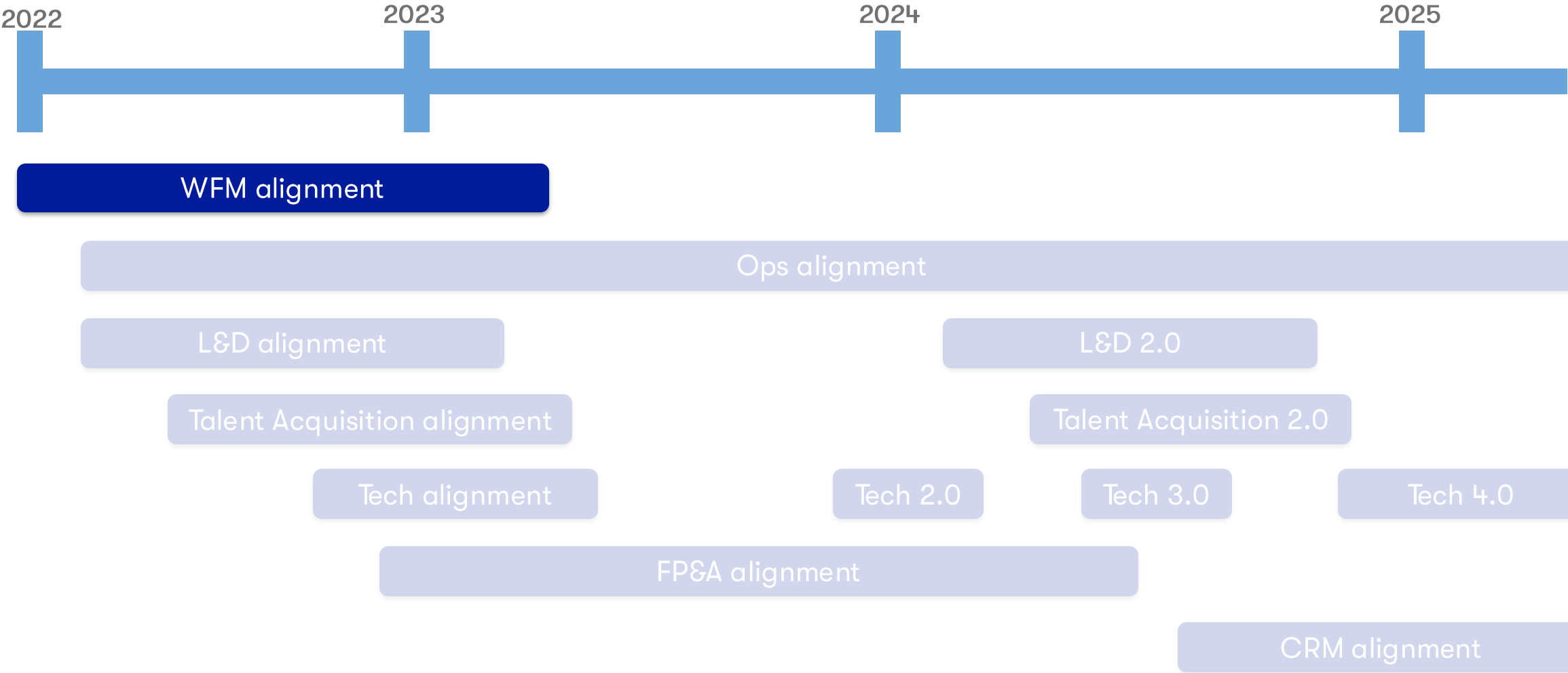
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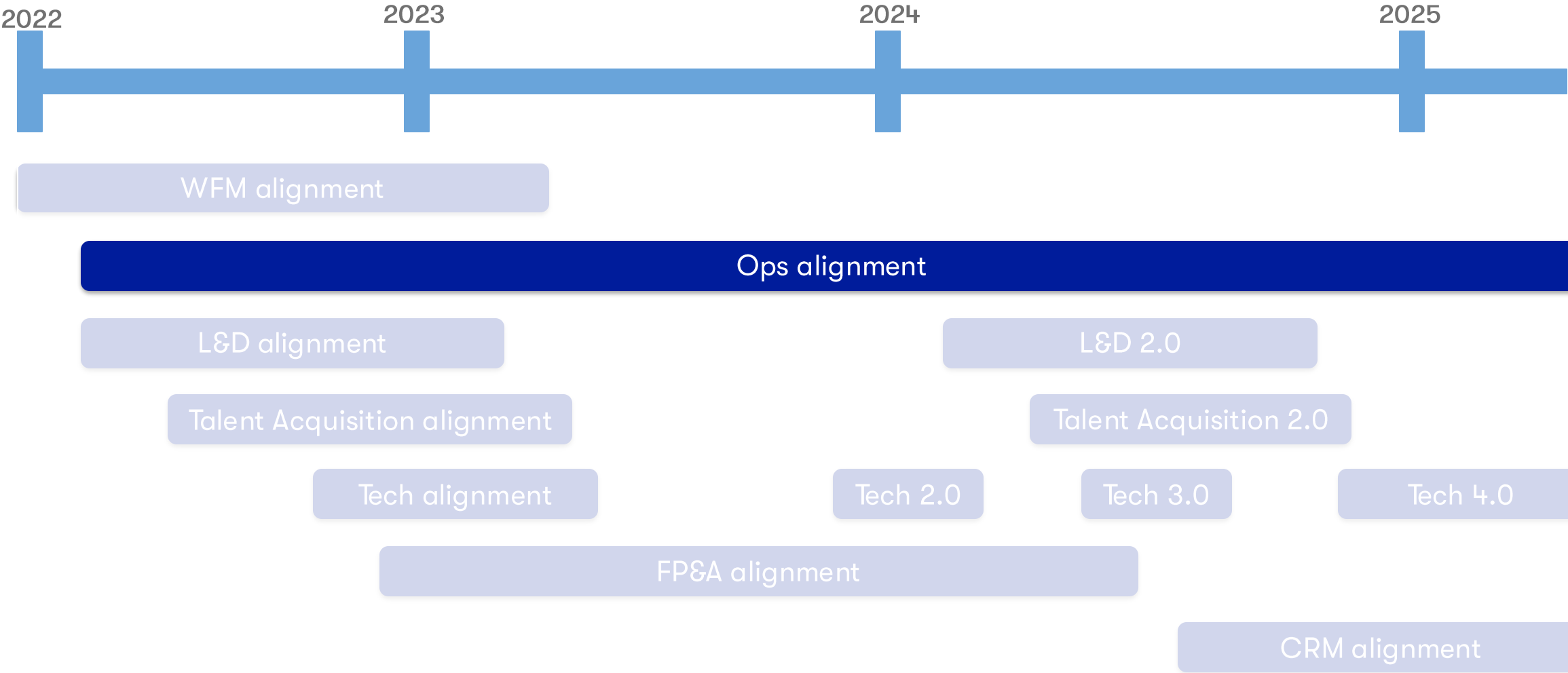
# Going all in on alignment efforts across the organization



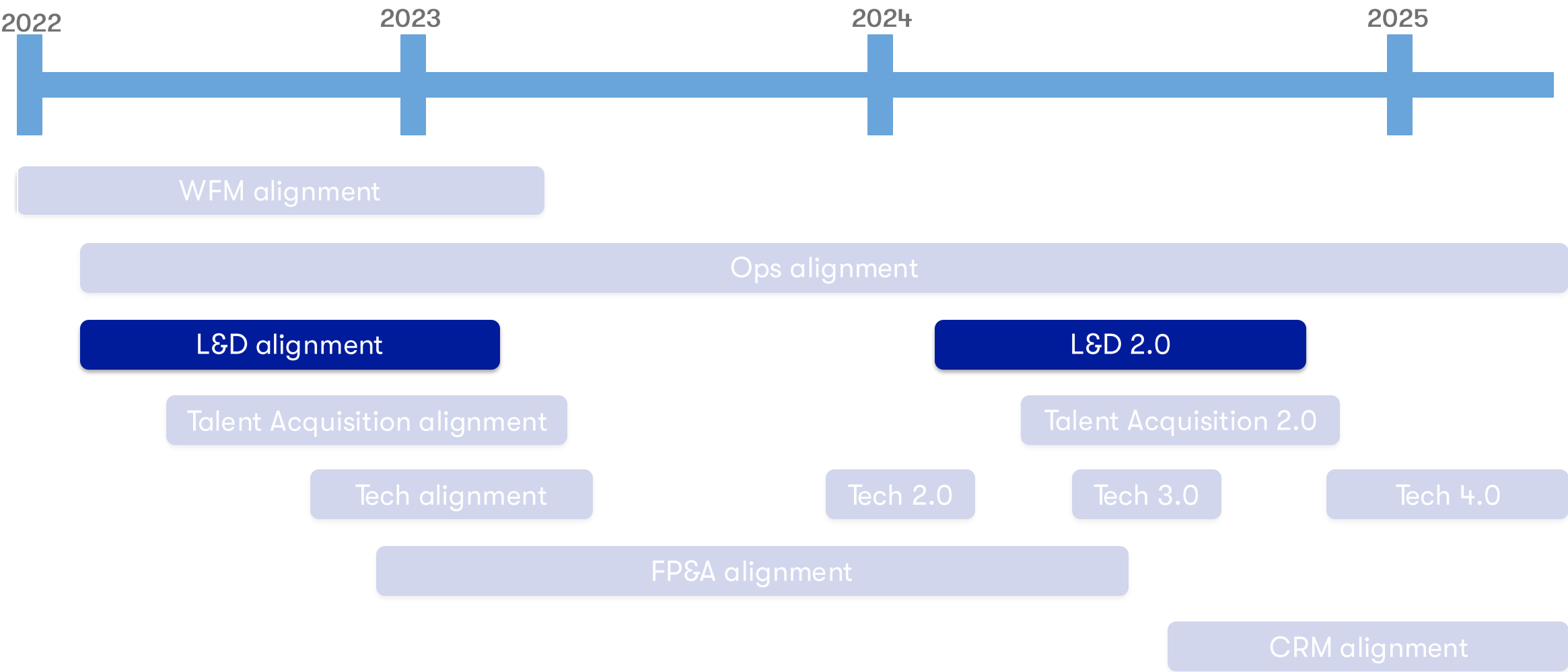
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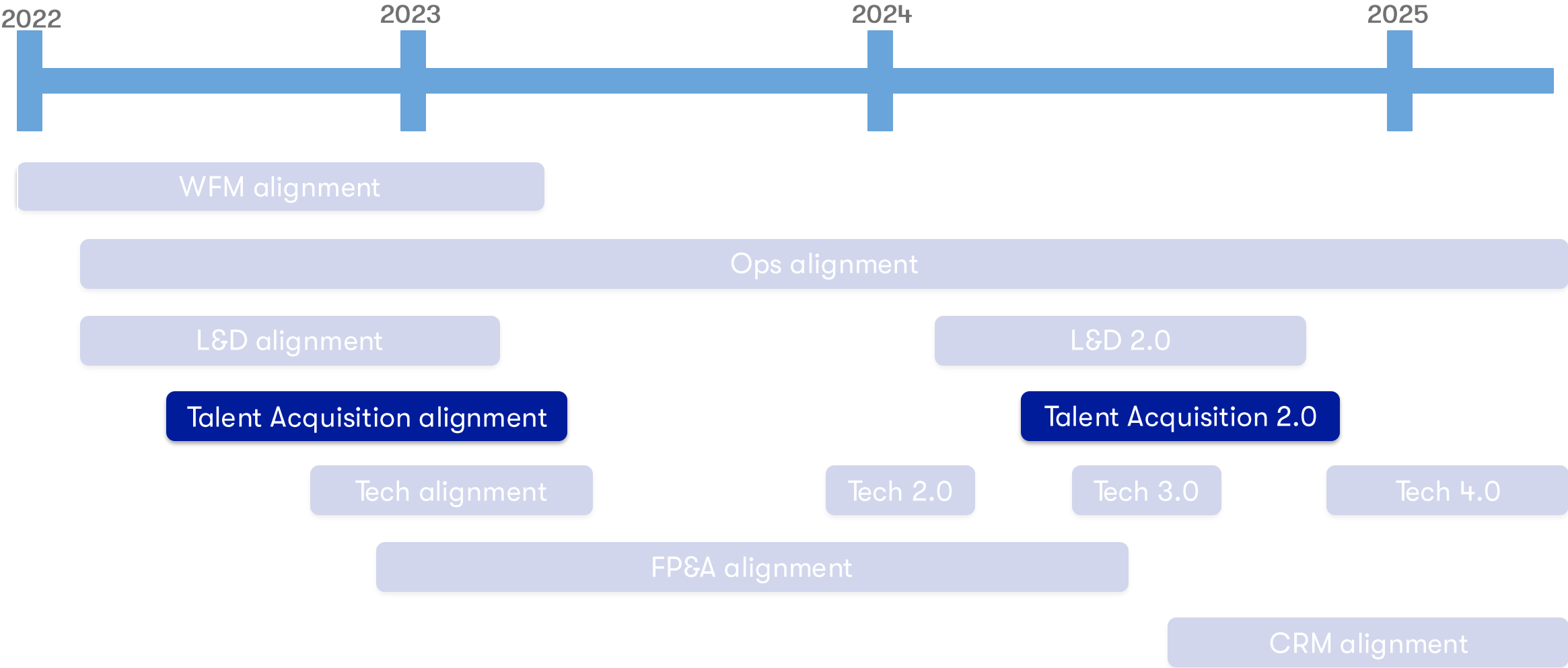


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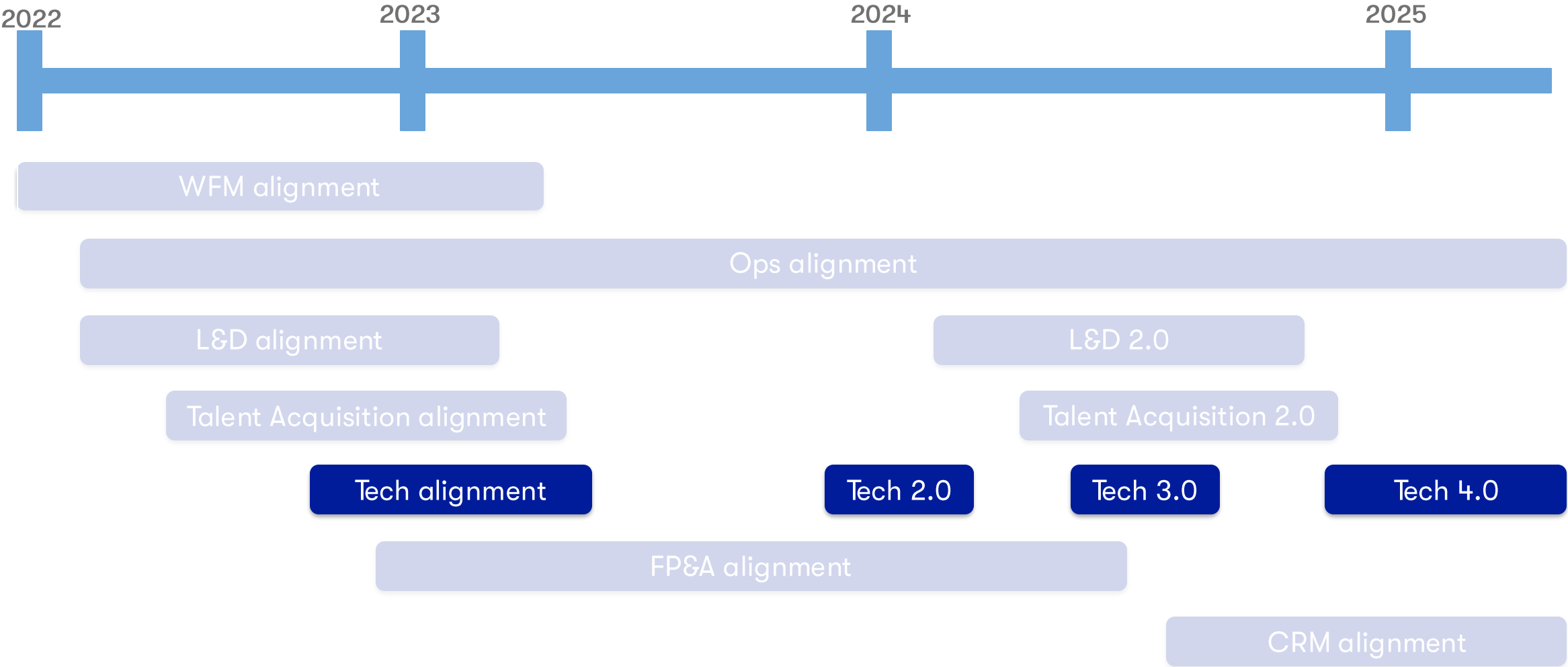




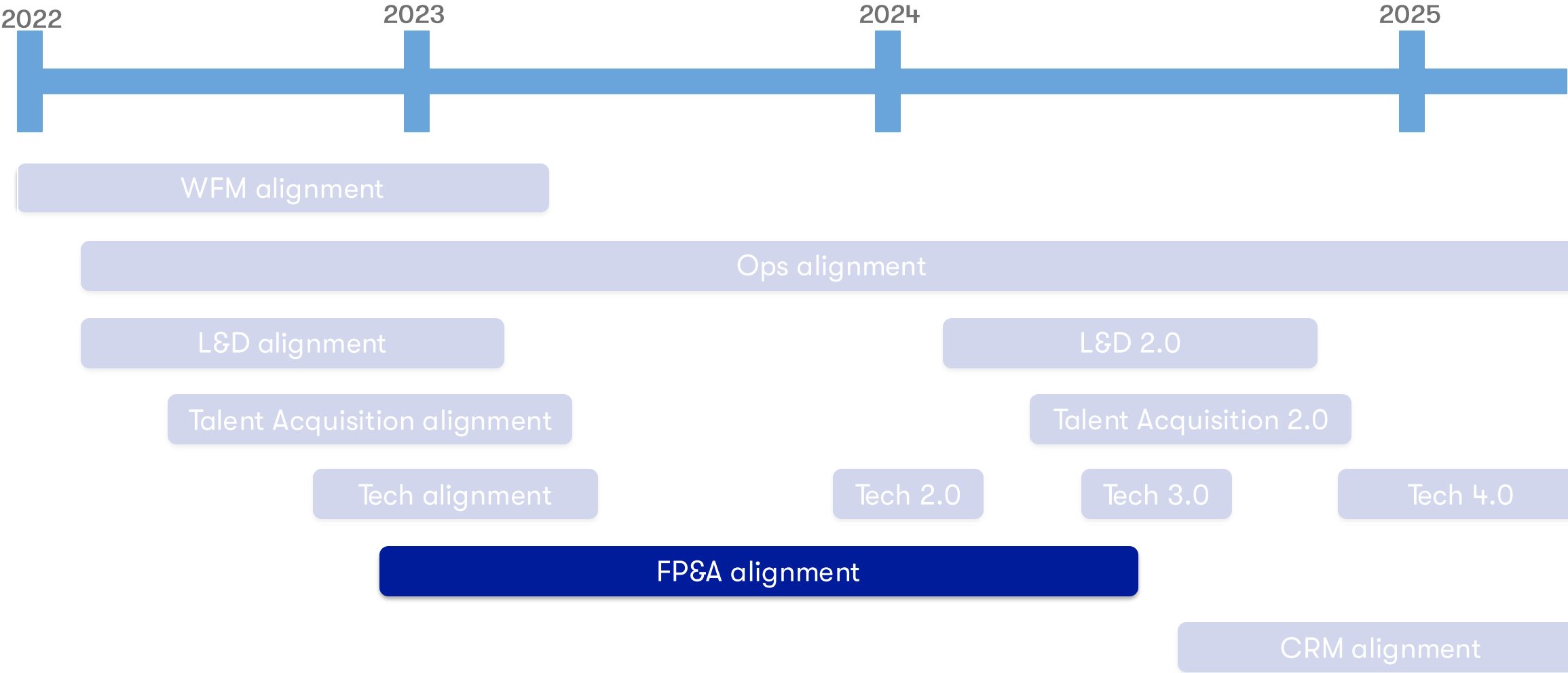
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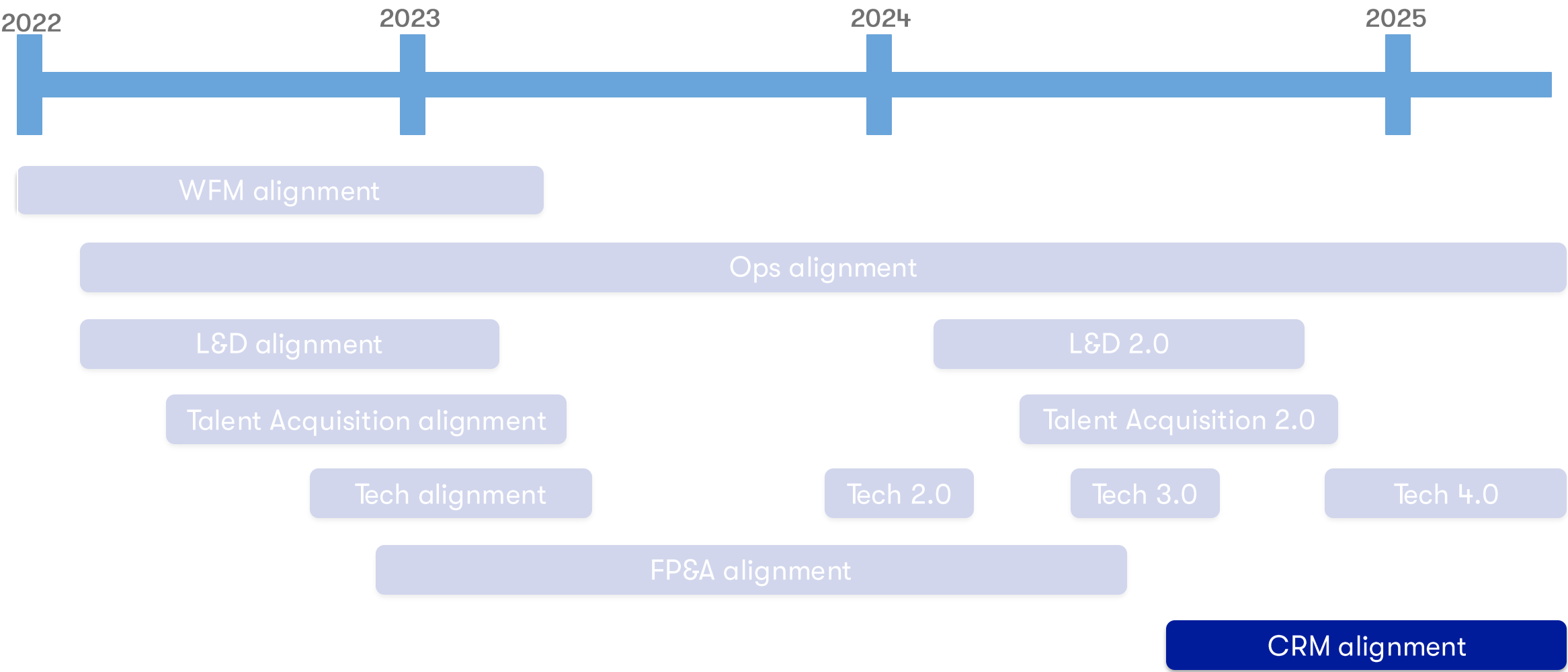
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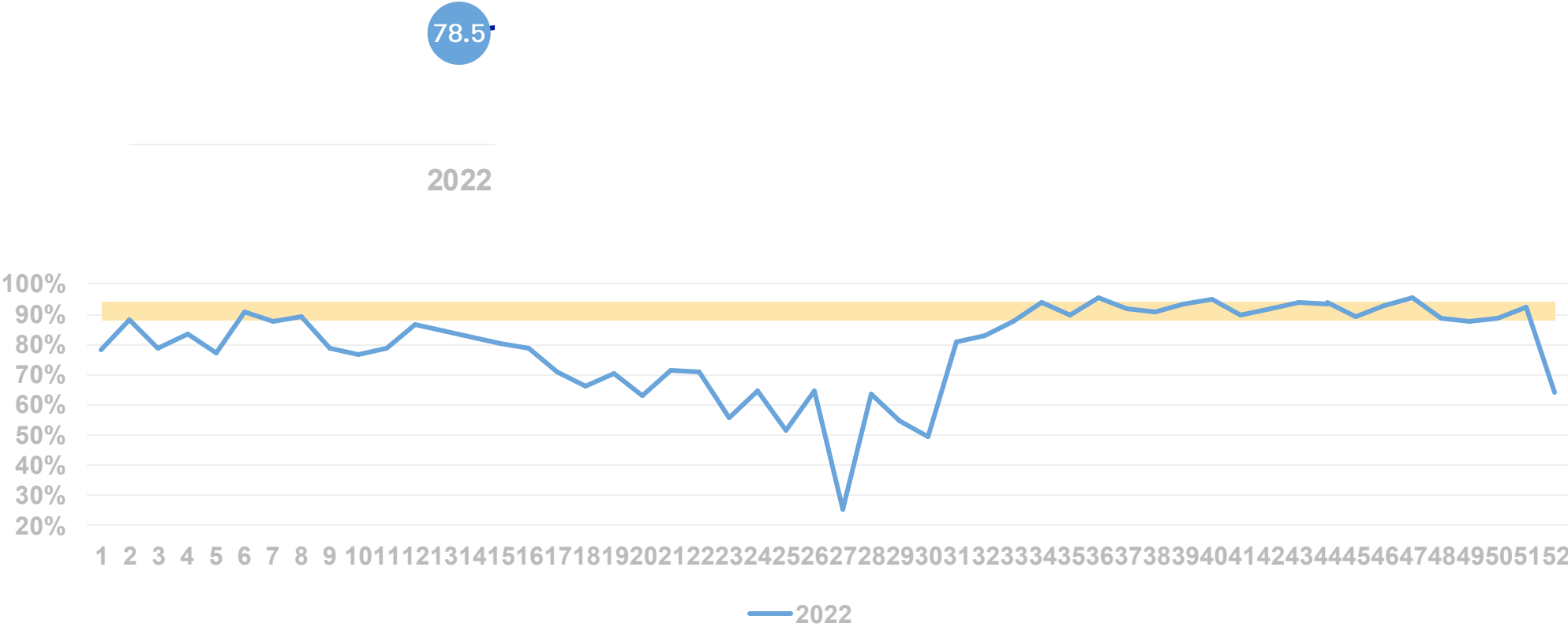


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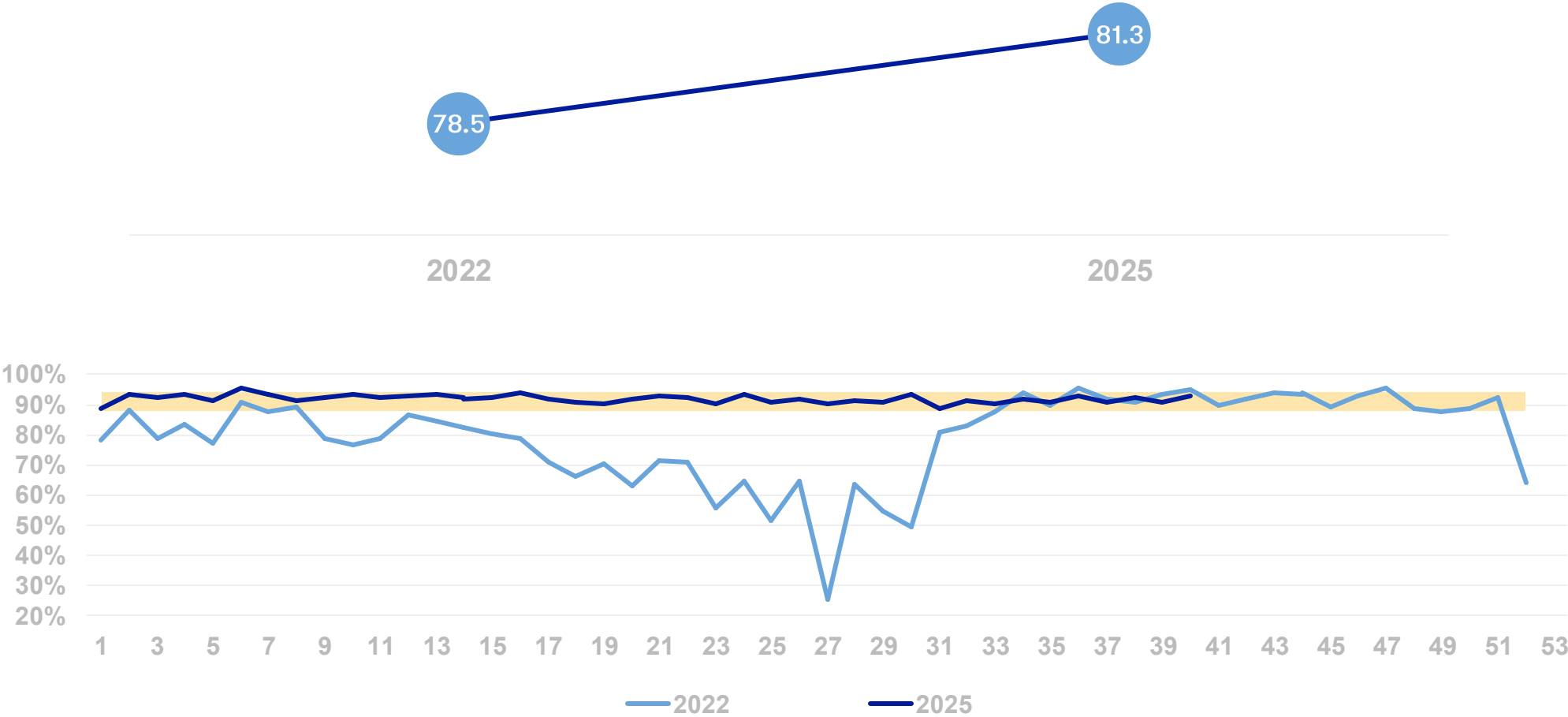
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This was time intensive & sometimes uncomfortable for each of us at different times. But these efforts have helped transform how we tackle each new opportunity – and as you can see, well worth it.



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# Appendix