

SUPPORT QUALITY PROGRAM

Executive program brief | Conceptual blueprint

Decision in one sentence: Build quality as a closed-loop operating system that connects interaction reviews to coaching, knowledge, training, process, product, technology, and executive decisions.

BUSINESS PROBLEM

Traditional quality programs often produce scores without producing consistent improvement. Sampling may miss risk, evaluators may interpret standards differently, coaching may be delayed, and repeated findings may never reach the teams responsible for knowledge, process, product, or tooling.

PROGRAM DESIGN

1. Select Blend random, risk-based, new-hire, escalation, repeat-contact, and targeted improvement sampling.	2. Evaluate Score resolution, customer experience, process, technical accuracy, and communication.	3. Calibrate Use weekly evaluator, monthly manager, and quarterly governance calibration.
4. Coach Link findings to evidence, diagnosis, action, and future validation.	5. Improve Route repeated findings to knowledge, training, process, product, technology, or leadership.	6. Measure Report critical risk, variation, root causes, coaching effectiveness, and action closure.

SCORECARD MODEL

Dimension	Weight	Intent
Resolution & ownership	30%	Correct diagnosis, complete action, follow-up ownership, and closure quality
Customer experience	20%	Listening, clarity, empathy, expectation setting, and effort reduction
Process & policy	20%	Required workflow, documentation, permissions, and procedural accuracy
Technical accuracy	20%	Correct troubleshooting, information, guidance, and escalation judgment
Communication quality	10%	Professional structure, language, pacing, and channel-appropriate communication

SAMPLING MIX

40% Random coverage	20% Risk-based	15% New hire & change	15% Escalation & repeat	10% Targeted improvement
-------------------------------	--------------------------	---------------------------------	-----------------------------------	------------------------------------

IMPLEMENTATION ROADMAP

Timing	Phase	Primary work
Weeks 1-2	Discover	Current scorecards, tools, risks, stakeholders, contact types, and reporting
Weeks 3-4	Design	Scorecard, sampling, calibration, disputes, coaching, governance, and KPIs
Weeks 5-6	Configure	Forms, workflows, guidance, templates, dashboards, and data connections
Weeks 7-8	Pilot	Evaluator and manager training, calibration, disputes, and reporting validation
Weeks 9-10	Launch	Expanded coverage, coaching SLAs, action routing, and operating cadence
Weeks 11-12	Stabilize	Review variation, revise standards, confirm ownership, and prioritize improvements

EXECUTIVE MEASURES

Program health Inter-rater agreement, calibration variance, dispute rate, evaluation cycle time	Behavior change Coaching completion, repeat finding rate, validation results
System change Knowledge, training, process, product, and technology actions closed	Business impact Critical failure rate, repeat contact, escalation, resolution, CSAT, and risk

EXPECTED OUTCOMES

Projected benefits include higher evaluator consistency, faster coaching cycles, lower repeat findings, stronger knowledge and process feedback loops, clearer risk visibility, and better executive prioritization. These are design targets and require pilot and production validation.

KEY TRADEOFFS

Depth vs. volume: prioritize review quality over superficial count. **Consistency vs. flexibility:** preserve context without losing fairness. **Automation vs. judgment:** use AI to surface patterns while keeping trained humans accountable. **Individual vs. system accountability:** separate agent behavior from failures in knowledge, process, product, tooling, or leadership.