



**Evolving Customer Experience.**

**Quality Control Guidelines**

# Initial Onboarding Process



<b>QC Process</b>	<b>Explanation</b>
Scorecard Question Verification With Customer Success Team	The Q/C leadership team reviews the work order and scorecard and partners with our Customer Success Team to ensure that each questions intent is clearly understood and explained in the scorecard and guidelines assigned to the client.
Q/C Smoke Test	Our Information Technology Department does a pass on the newly created scorecard checking 30 different points of potential failure including spelling, Question logic and backend system rules that drive the scorecard.
Initial Shop Review	The First set of shops that come into our system is reviewed by the Q/C Supervisor of that department. They will audit the scorecard and ensure that everything discussed in previous meetings are lined up and that the scorecard provides the data desired by the client.
Customer Success Manager Review	The Customer Success team will also review the first set of shops after review by the Q/C Supervisor to provide one more touch-base that the clients intentions and needs are met.
Training Q/C Team on New Scorecard	The Q/C Supervisor will then train a set group of Q/C Specialists on how to score and process the shops going forward.

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# Continuous Improvement Process



QC Process	Explanation
<p>Potential Error Reviews can be Sent in by Client Designees</p>	<p>If the end user at the client level receives a shop that they believe has an error they are able to submit a change request. The change request is done through our internal system and is tied to the shop in question.</p> <p>For full description of the change request process, click <a href="#">here</a>.</p> <p>Each change request is reviewed and logged for data analysis purposes by either the Customer Success team or a dedicated team outside of the Q/C process to ensure objectivity and accuracy based on the scorecard and set client expectations.</p>
<p>Average Response Time to Change Requests and How Data is Used</p>	<p>Change requests are reviewed and answered on average within 2 business days and any Q/C Specialist discrepancies are corrected and coached the same day we resolve the request. This data is used to metric accuracy as well as help provide data on which questions might need tuning or clarification.</p>
<p>Additional Value Add from Change Requests and Quality Control at a Macro Level.</p>	<p>The change request data is reviewed periodically to ensure that overall error rates are being lowered and overall accuracy improving consistently as well as any business data trends that may prove beneficial to the client is communicated in a timely and actionable fashion.</p>
<p>Spot Checks Outside of the Change Request Process</p>	<p>Shops are also periodically spot checked at random to ensure that positive answers are also correctly score. The intent of this is to ensure that our Q/C team is not marking positive responses to questions to bypass the change request and audit process as well as to ensure that we are accurately Q/C shops from multiple review points.</p>

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# Continuous Coaching and Performance Management



<b>QC Process</b>	<b>Explanation</b>
Continuous Immediate Coaching	Our Q/C Specialists are coached on every change request and spot check that contains either an error or potential gray areas that clients want scored a consistent way for more subjective situations. Each Specialist is held to a consistent standard of 98% accuracy and an average productivity target that is set based on the shop length and complexity to ensure on time delivery and a high level of trust and accuracy.
How RBG Maintains Standards	Q/C Specialists who consistently fail to meet these metrics are coached and re-trained proactively. If they are unable to meet the expectations and needs of a client they pulled from the account to ensure that quality and standards are consistently maintained.
Ongoing Recalibration	In the event of updates and changes to the review/scoring expectations or the addition of new guidelines or questions, the Customer success team will meet with the Q/C leadership, the entire Q/C team assigned to the client as well as any support staff to ensure they are retrained to the new standard to ensure that any changes are consistently scored across the entire team.
Continuous, Consistent Communication	Additionally throughout the process RBG Scouts, Schedulers and the Customer Success team are continually in communication coaching on changes, potential accuracy issues and delivery times to ensure that each shop is delivered with the highest level of trust and is consistently actionable.

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