

# Sample Oh, shit! Plan

Created 07/05/10 by Kathleen Jaffe



## Scenario

Customer is unhappy with project we delivered. Customer is publicly complaining and giving us bad word of mouth.

## Fact Finding

<b>What we do</b>	<b>Who does it</b>
1 Talk to the customer; tell customer that we will figure out what happened and we will follow up by _____. (Date should be reasonable!)	Kathleen
2 Use the same public vehicle the customer is using to say that we will figure out what happened and we will follow up by _____. (Date should be reasonable!)	Kathleen
3 Review documents and approvals: <ul style="list-style-type: none"><li>• Contract</li><li>• Requirements</li><li>• Approvals</li><li>• Change orders</li></ul>	Jo Ann
4 Compare project documentation to finished product; identify discrepancies.	Jo Ann
5 Document results of findings	Jo Ann

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## Ownership

### If our fault:

What we do	Who does it
1 Apologize to customer! Assure customer that we will provide at least two solutions for customer to choose from to fix the problem no later than _____.	Kathleen
2 Unless customer is still complaining publicly, do not make public statement. If customer is still complaining publicly, then use the same vehicle as customer to state that we take full responsibility and will resolve the issue to the customer's satisfaction.	Kathleen

### If not our fault:

What we do	Who does it
1 Communicate to the customer. Explain what we found and why we believe it isn't our fault (change in requirements that was never approved; customer approved the project as is).	Kathleen
2 Unless customer is still complaining publicly, do not make public statement. If customer is still complaining publicly, then use the same vehicle as customer to state that our findings indicate that we met our agreement with the customer and regret that the customer is not satisfied.	Kathleen
3 Offer to work with the customer at a discounted rate to bring the work up to the level the customer needs.	Kathleen

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## Stopping the Bleeding

Kathleen to meet with customer to present the options and determine which one the customer prefers. The team needs to get together to flesh out the details for each options to fix the issue. Summary of options includes:

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### Options to fix problem

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- 1 If feasible, correct the problems in the project. If that isn't an option, re-do the project at no additional cost.
  - 2 Reimburse customer for the full cost of the project (or part of the cost, if some of the work can be used as is).
  - 3 Recommend another provider to do the work at our cost.
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## Prevention

<b>What we do</b>	<b>Who does it</b>
1 Root cause analysis	Entire team
2 Identify preventive action	Kathleen and Jo Ann
3 Implement preventive action	Entire team
4 Monitor for effectiveness	Jo Ann