



# Success Story

## A National Media Organization-Over a Million Subscribers

As Phase 3 of an overall Circulation Services Improvement Plan, The Comb Group designed and then helped call center management to implement a new Employee Development initiative called Raise The Bar-An Excellency Model. This program included new reporting requirements, supervisor coaching and employee recognition, programs. Job descriptions, attendance policies, and skill competency models were modified to reflect a new organizational focus on exceptional service. This program focused on ensuring that employees had a clear understanding of performance expectations surrounding statistics, human behavior, and team work. As a result of this effort, not only did employees have a clearer view of performance expectations but supervisory and management staff had a more broad view of all instances of service and the associated cycle times to deliver that service.

Timeline: 12 weeks from project initiation through final migration plan delivery

## The Comb Group

*Actionable Information, not just reports*

### About The Comb Group

The Comb Group is an independent consulting firm. Our organization was formed on one driving notion: there is untapped potential lying within all organizations that when identified, drive significant performance improvement.

The Comb Group services help clients achieve their business goals through planning and execution of projects such as workflow diagnostics, voice over IP migration planning, call center outsourcing strategy, information technology planning, and Balanced Score Card delivery.

*Why The Comb Group? Because you improve your business the same way bees make honey...one comb at a time.*

### Industry Experience

No consultant with The Comb Group has less than 15 years of experience in their specific area of expertise. Our practices traverse a broad array of industries including Health Care, Banking, Insurance, the Public Sector, News and Media, and Small Business.

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