

**Exercise 5b**

**Problem Understanding – Critical Incident**

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Instructions:**

1. Use the information provide below to conduct a critical incident session
2. Complete the critical incident table.

**Critical Incident Session**

Background

An appliance installation company started two years ago is growing faster than expected and is experiencing a higher amount of service complaints from their customers and an increasing level of frustration from their field technicians.

Management decided to conduct a critical incident session where each field technician was asked to identify their respective critical incidents during appliance installations at the customer site. The following table provides an overview of the critical incidents identified by the technicians.

<b>Type of Incident</b>	<b>Tech A</b>	<b>Tech B</b>	<b>Tech C</b>	<b>Tech D</b>	<b>Tech E</b>
Wrong model appliance loaded in truck	2	1	0	0	3
Missing required tools	8	5	2	2	4
Sent to wrong address	3	1	0	0	1
Missing parts needed for installation	1	3	1	1	0
Showed up on wrong date	0	0	1	0	0
Appliance was damaged	1	0	0	1	1

**Summary of Critical Incidents**

<b>Type of Incident</b>	<b>Frequency</b>