



Post-Training Support

Focus on Customers

The best way to keep a customer focus is to talk with your customers. Think about the process you've chosen to work on. Use this tool to gather information about what your customers need from this process.

Step 1

Ask an internal or external customer what he or she expects to receive from you, and record the answers below.

Customer's name:
This customer requires:

Typical customer requirements include:

- Useful information or information that is in a useable form
- Goods or services delivered on time
- Products that fit their specifications
- Services that add value to their organization
- Lowest cost
- Best quality

Step 2

Ask your customer, "What gaps are there between what you require and what I provide to you?" Record the answer below.

My output falls short of the customer's expectations in these ways:
