

Solutions

2.1

- Give a person responsibility for a task.
- Give enough authority to carry it out.

2.2

- Any measurable service indicator, e.g. **customer complaints per week** or average waiting time.

2.3

- The manager still owns the final business result.
- They must review whether the task achieved the agreed outcome.

3.1

- Give a supervisor the packing timetable and authority to adjust task order.
- The supervisor can respond to delays immediately.
- The manager reviews the percentage dispatched on time.

3.2

- Faster answers can reduce waiting time.
- Staff may rush and give incorrect advice, reducing customer satisfaction.
- A balanced judgement needs another quality measure alongside speed. (E1)