

# Tips & Rules:

## What is Escalation Process

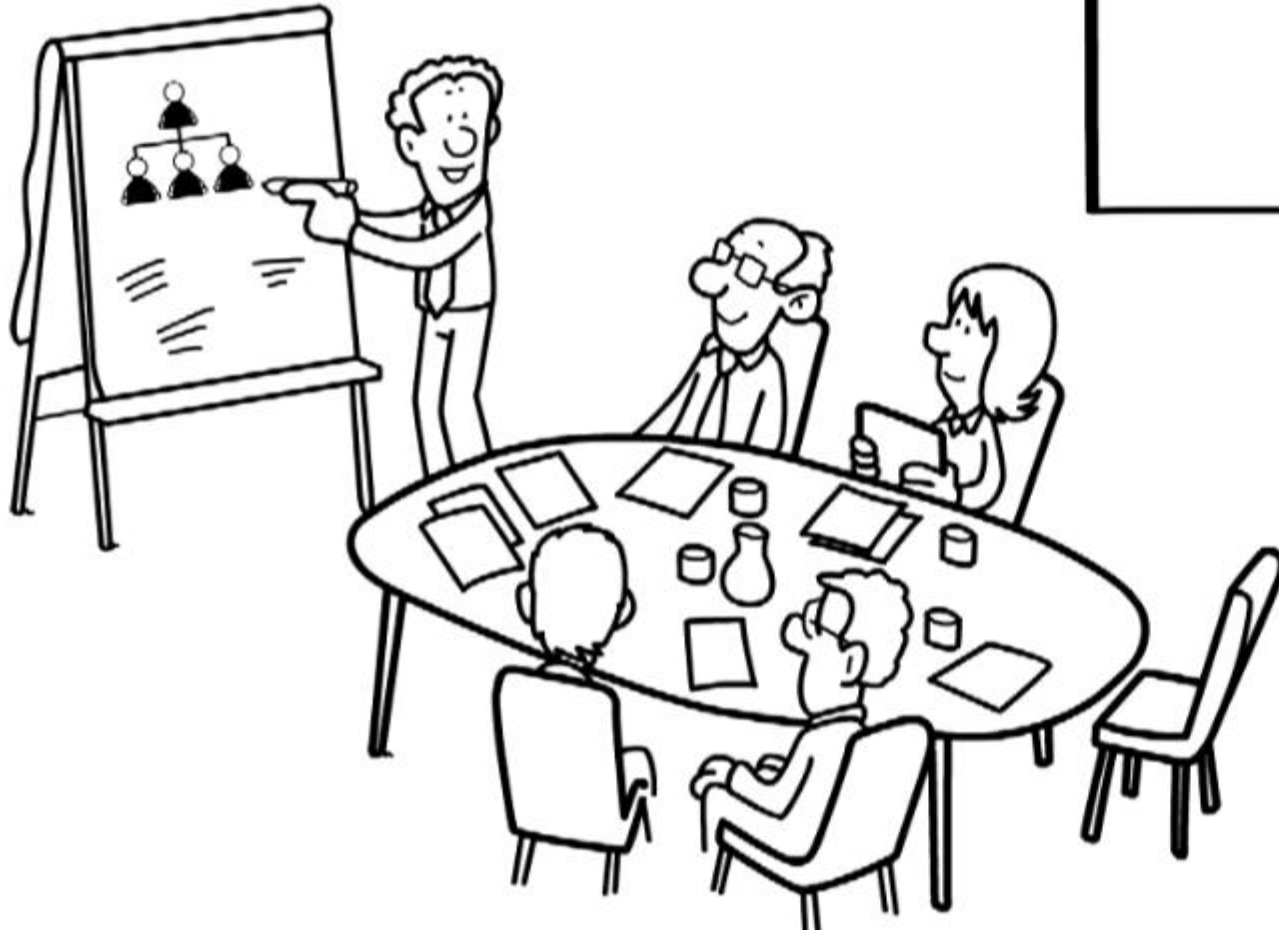


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# Escalation Process

ensures that the organization  
is aligned with  
same priorities



# To build a correct and robust



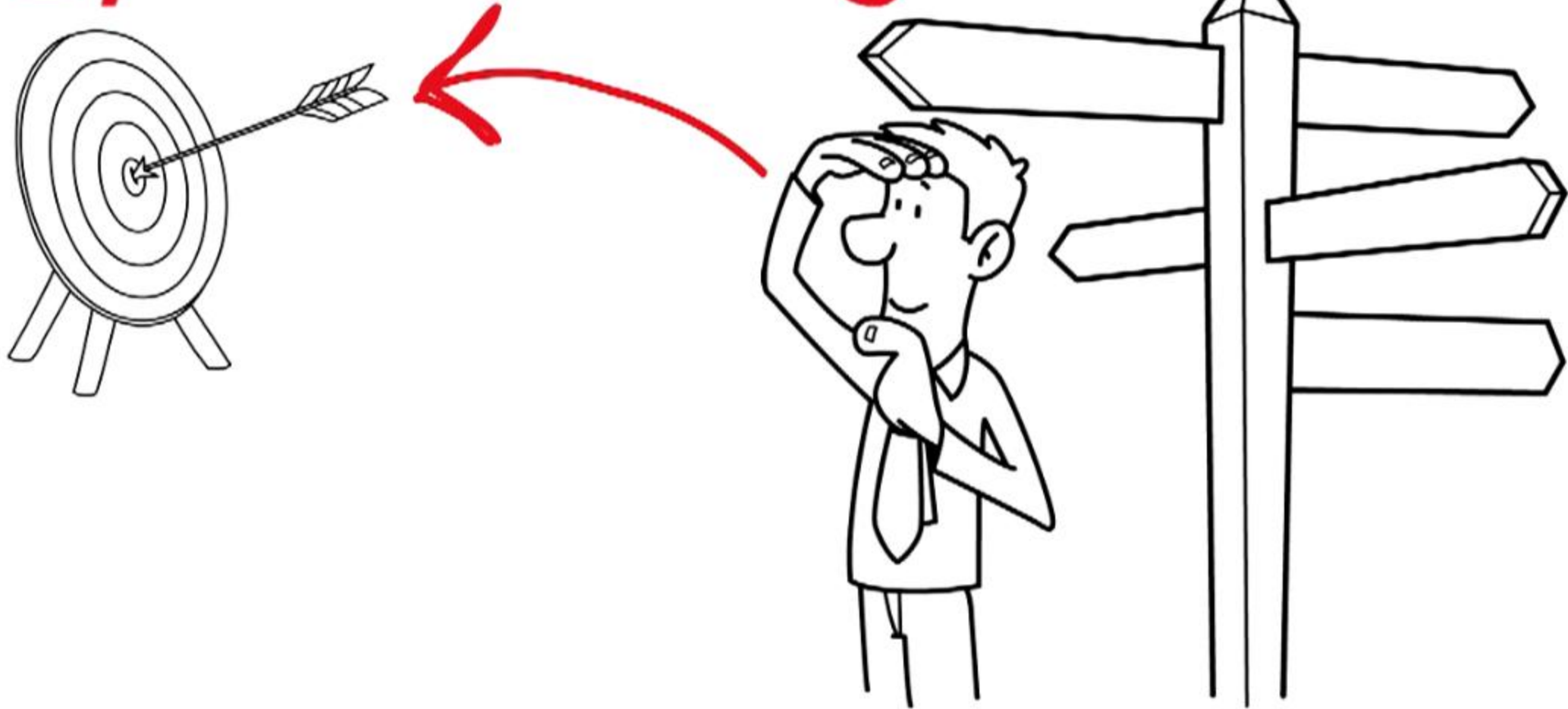
# 1) Fix KPI to be tracked



## 2) Define KPI check frequency



# 3) Fix KPI Target



## 4) Define who will be responsible for checking



# 5) Every time that KPI is over the Target,

team must identify containment action



and analysis plan to get to  
final countermeasure



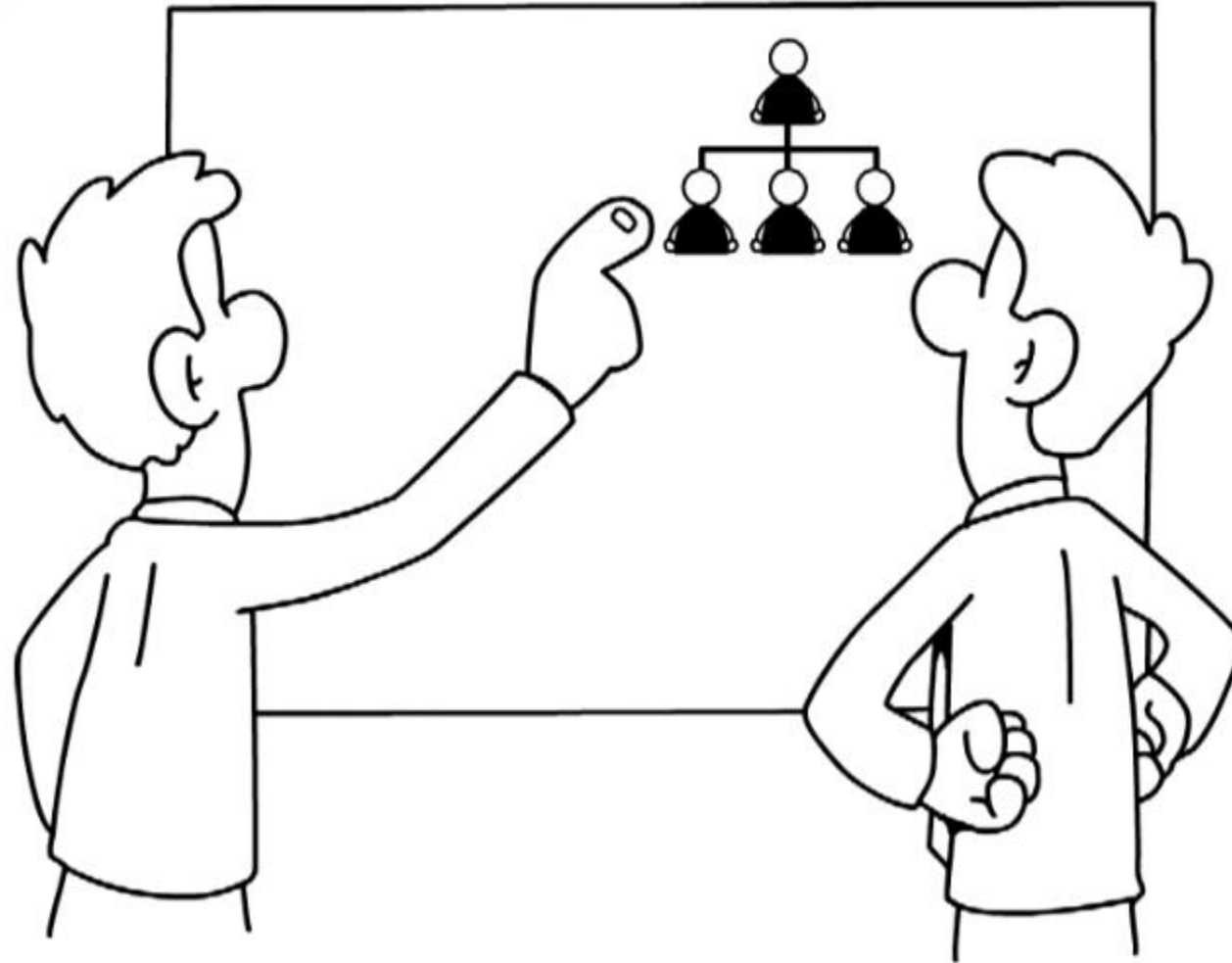
# 6) Fix limit that in a case of deviation,

each organization's level  
must be advised

UNTIL TOP  
MANAGEMENT



# 7) Track escalations



## 8) Review in weekly bases Countermeasure plan



# 9) In case of reoccurrence push for deep root-cause analysis and go in Gemba

## TO VERIFY SITUATION AND STATUS

