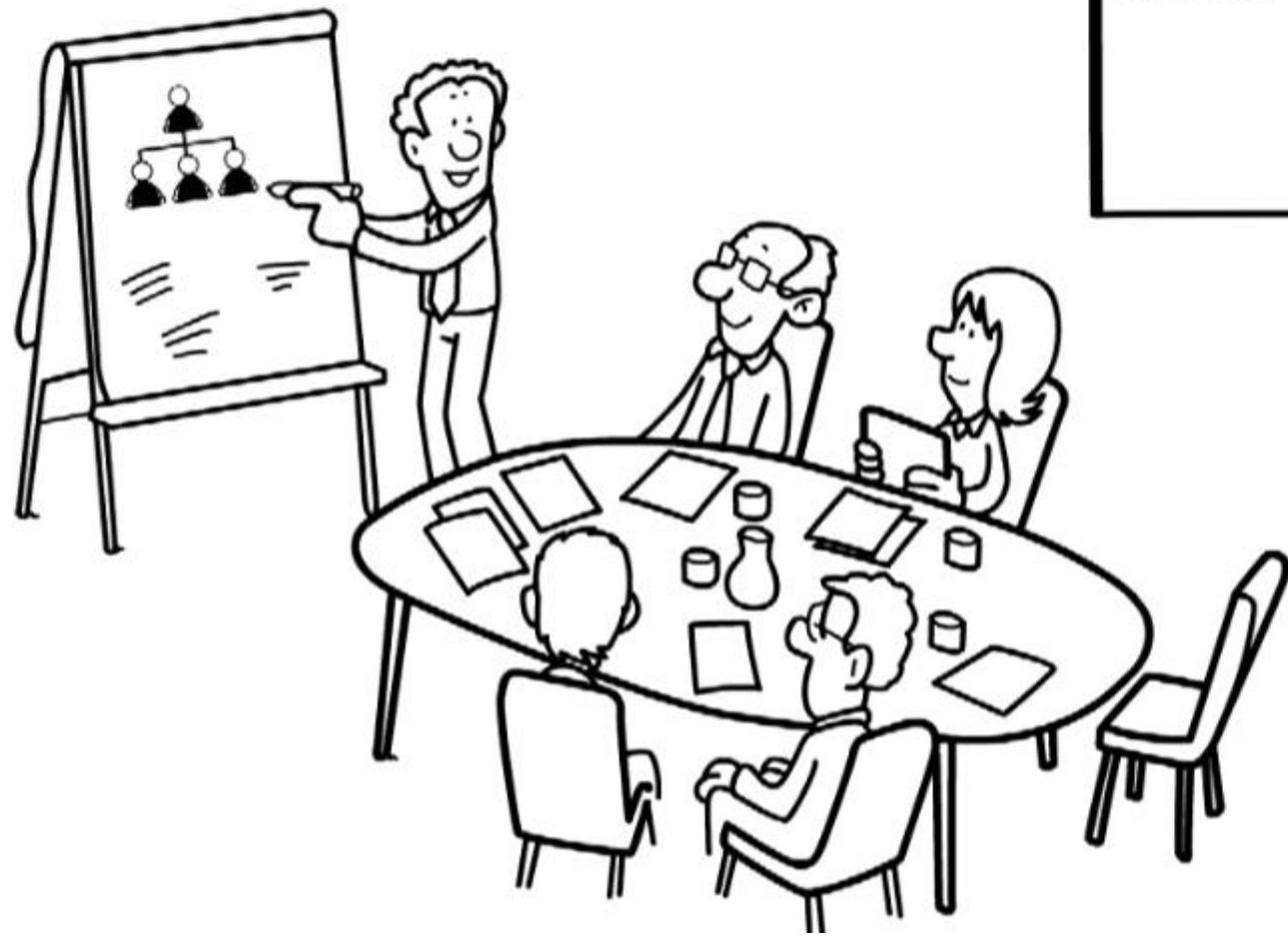


Tips & Rules:

What is Escalation Process

Escalation Process

ensures that the organization is aligned with same priorities



To build a correct and robust



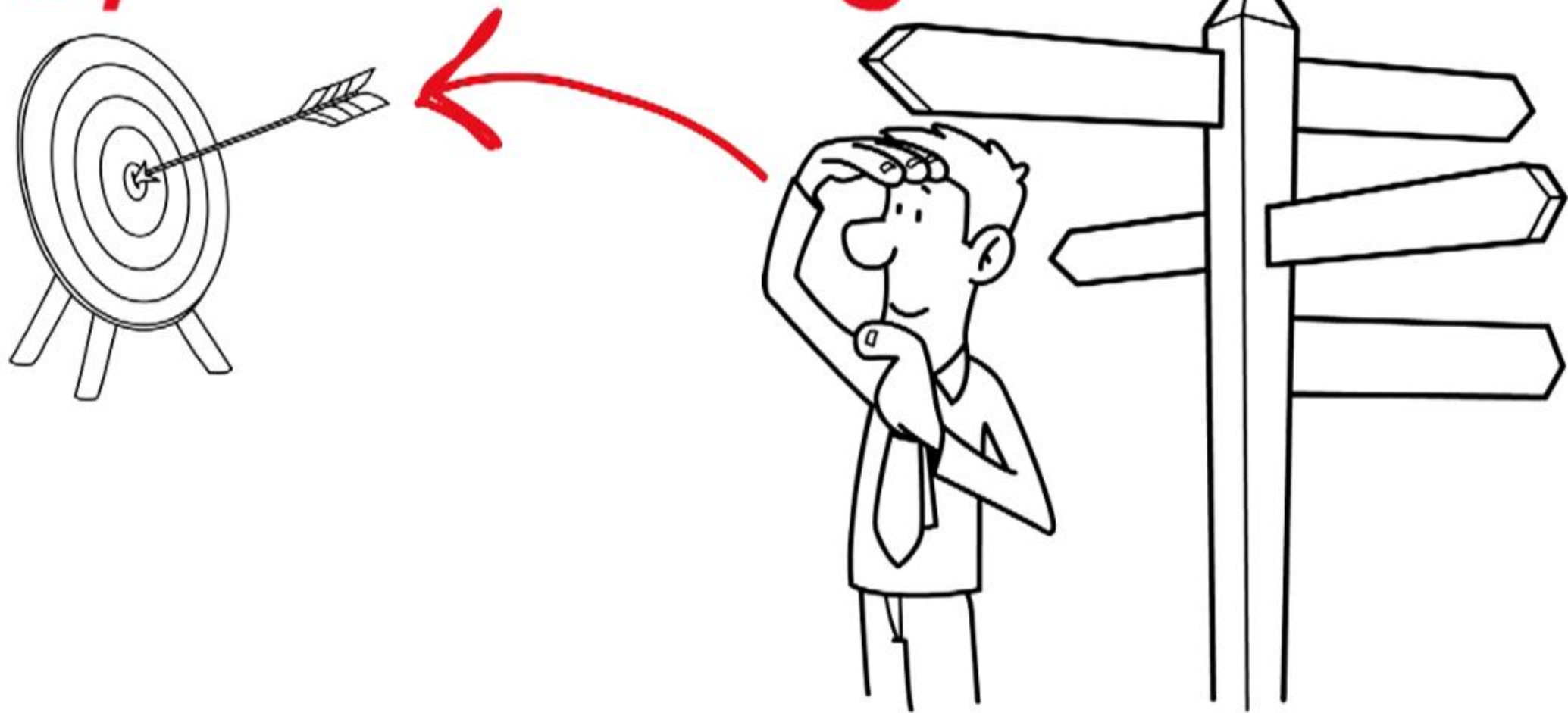
1) Fix KPI to be tracked



2) Define KPI check frequency



3) Fix KPI Target

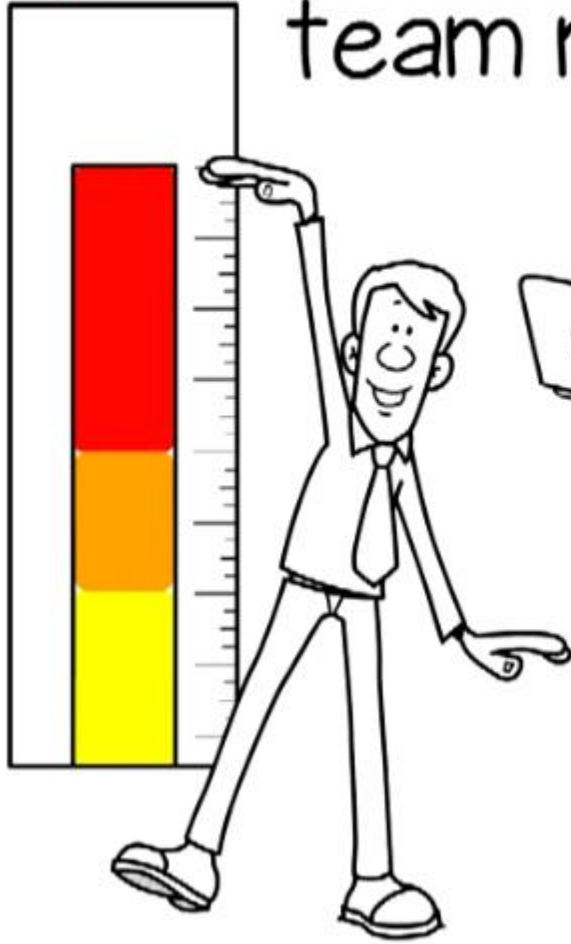


4) Define who will be responsible for checking



5) Every time that KPI is over the Target,

team must identify containment action



and analysis plan to get to
final countermeasure

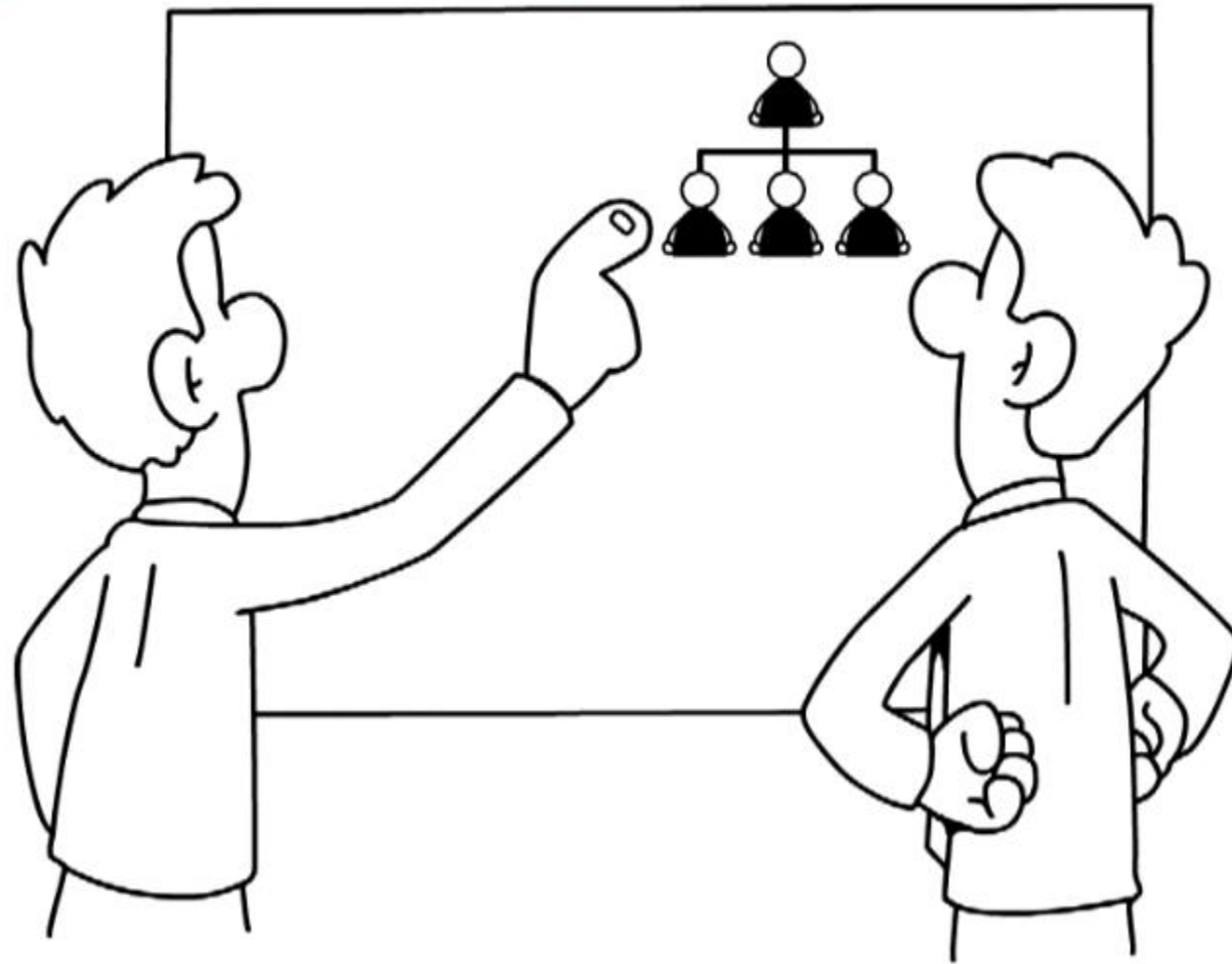
6) Fix limit that in a case of deviation,

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

