

iGROW COACHING FORM

Full Name: John Madduma	Date: May 18, 2021
Employee No.: 1821	Immediate Supervisor: Lady Mae Lao

Issue / Goal – What is the issue and goal of the coaching session?

Agent wasn't able to pass the QA score for the month of April

QA GOAL	QA SCORE
80%	75%


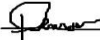
Reality / Options – Root Cause Analysis and Agent's Feedback

Not double checking the necessary tabs in the sales order to clear the errors aside from what is stated in the patient's notes tab.

Way Forward – Action Plan and Setting Proper Expectations

- I will make sure that all the errors in the sales order are cleared before sending it .4.0 wipstate
- I will make sure that the necessary errors are resolved before sending it to the wipstates .3.1, .3.2 and .3.4.

Set proper expectations that next time that the agent commits the same offense stated above. This will be dealt accordingly.

Employee Signature: 	Date:
Supervisor Signature: 	Date: May 17, 2021