



Core Business Process:

Problem Resolution and Escalation

Objective: To ensure effective resolution of issues through a structured approach, minimizing disruptions and ensuring accountability, while providing a clear escalation path for unresolved problems.

Step 1: Problem Identification

1. **Acknowledge the Problem:**
 - Recognize and log the issue as soon as it is reported or identified.
 2. **Gather Details:**
 - Collect relevant information, including:
 - Description of the problem
 - Affected systems, processes, or individuals
 - Time and date of occurrence
 - Any error messages or symptoms
 3. **Categorize the Problem:**
 - Assign a category to the issue (e.g., technical, operational, customer-related).
 4. **Prioritize Based on Impact:**
 - Evaluate the severity and urgency of the problem:
 - **High Priority:** Critical impact on operations or customers
 - **Medium Priority:** Moderate impact requiring timely resolution
 - **Low Priority:** Minor issues with minimal disruption
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Step 2: Initial Problem Resolution

1. **Assign Ownership:**
 - Allocate the problem to the appropriate team or individual with expertise to resolve it.
2. **Investigate the Issue:**
 - Analyze the root cause using tools, logs, or feedback from stakeholders.
3. **Implement a Solution:**
 - Apply corrective actions or temporary fixes to address the problem.
4. **Test the Resolution:**

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- Verify that the solution resolves the issue without causing additional problems.
 - 5. **Communicate with Stakeholders:**
 - Notify relevant parties about the resolution and gather confirmation of satisfaction.
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Step 3: Escalation Process

1. **Set Escalation Triggers:**
 - Define criteria for escalation, such as:
 - The issue remains unresolved after a specific time frame.
 - The problem exceeds the expertise of the assigned team.
 - Significant operational or customer impact.
 2. **Document Escalation:**
 - Record the following details:
 - Reason for escalation
 - Actions taken so far
 - Supporting data or evidence
 3. **Notify the Next Level:**
 - Escalate the issue to a higher authority or specialized team.
 - Provide all relevant documentation to ensure a seamless handover.
 4. **Monitor Escalated Issues:**
 - Track the progress of escalated problems to ensure timely resolution.
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Step 4: Resolution Validation and Closure

1. **Verify Resolution:**
 - Ensure the issue has been resolved to the satisfaction of stakeholders and aligns with performance expectations.
2. **Communicate Closure:**
 - Inform all affected parties about the resolution and provide any follow-up instructions.
3. **Update Records:**
 - Document the resolution process, including:
 - Steps taken to resolve the issue
 - Lessons learned
 - Time and resources used

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4. Prevent Recurrence:

- Implement preventative measures, such as process improvements or additional training.
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Step 5: Continuous Improvement

1. Analyze Trends:

- Review logged problems and resolutions to identify recurring issues or patterns.

2. Refine Processes:

- Update problem resolution workflows and escalation policies based on feedback and data analysis.

3. Train Employees:

- Conduct training sessions to improve problem-solving skills and awareness of escalation protocols.

4. Solicit Feedback:

- Gather input from stakeholders to enhance the problem resolution and escalation process.
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Conclusion: A structured approach to problem resolution and escalation ensures efficient handling of issues, reduces downtime, and enhances stakeholder confidence. Continuous monitoring and refinement of processes enable long-term improvement and operational resilience.