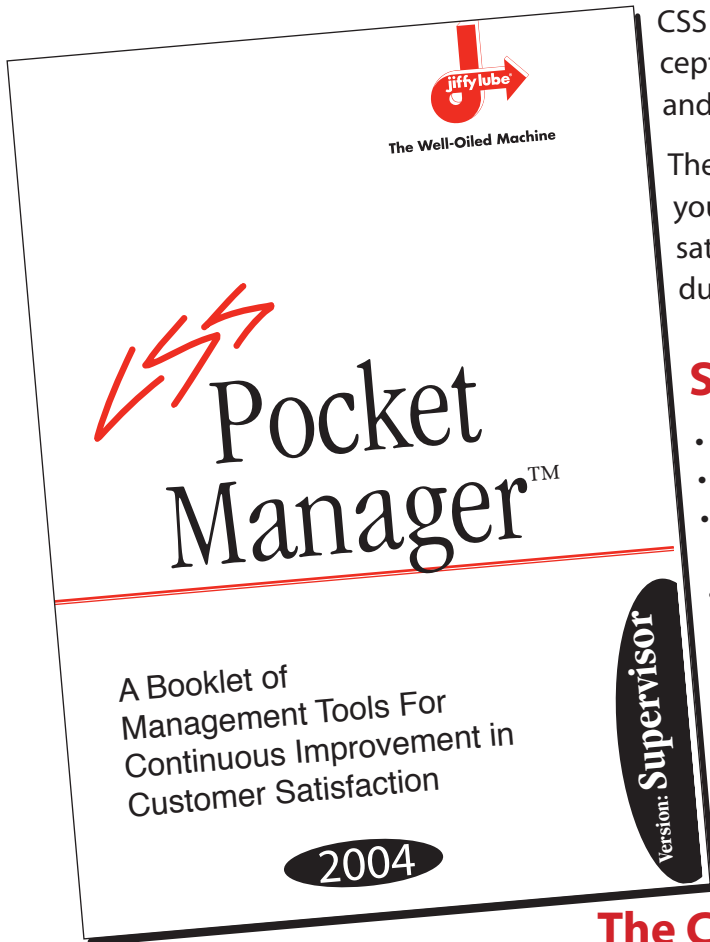


Introducing the

# CSS Pocket Manager™ 2004



CSS provides you with information about customer perceptions and operational performance. Information - in and of itself - is only one piece of a management puzzle.

The CSS Pocket Manager™ is designed to help you and your management team to continuously enhance the satisfaction of your customers by improving the procedures, systems, and quality of your operations.

## Sections include:

- *CSS Philosophy & Management Style*
- *The R.I.S.E.™ Improvement Process*
- *Simplification Tools (Including Statistics Made Easy and The Hierarchy of Service Needs)*
- *CSS Report Table - All CSS report descriptions*
- *CSS Attributes & Behaviors*
- *CSS Management Tools (including Flowcharts, Check Sheet, Pareto Charts, Cause & Effect Diagram, & Run Chart) - **Supervisor Version ONLY***

## The CSS Pocket Manager™ helps you:

- *Adopt a Management process (CSS Management Style and R.I.S.E.™ Improvement Process)*
- *Better understand how to read CSS Statistics*
- *Simplify improvement items into a few actionable items*
- *Translate CSS results into specific behaviors that can be observed and improved at the store level*
- *Impact store level behaviors - via identification and measurement - that can impact customer satisfaction*
- *Learn and utilize measurement tools that can help you improve the procedures, systems, and quality of your operations*

## Pricing\*

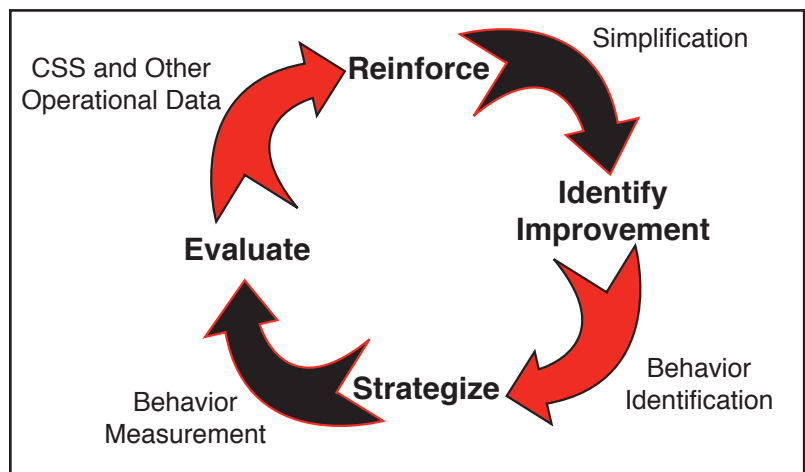
**\$4.00**

**Supervisor Version** - Includes a section explaining the CSS Management Tools, courtesy of Goal/QPC.

**\$1.50**

**Store Version**

\* State tax and shipping fees may apply



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