

Feedback and Notes for Team # 2

1. No mention of the need to reduce costs, and assumption about an incentive plan that would encourage hourly employees to do a good job.
2. Too much focus on underperforming and accountability. Did not address any other issues, and proposed solution did not tie into these issues.
3. Poorly written, flawed logic, spelling errors.
4. The example of RBC was ~~rambling~~ rambling and essentially irrelevant to the identified problems. Showed a lot of numbers (data) but could have used the space better.
5. There is ~~not~~ no cost savings identified, but Part of the solution will actually cost more money.
6. Conceptually we agree that Customer service, good or bad, can impact the bottom line. However, the comparison here was apples to oranges, as the bank is the service industry, and Sonoro is manufacturing.