



Operations Management

Final Exam Review

What is a Checklist?

- A checklist is a paper or digital list made up of items that need to be confirmed or remembered.
- Checklists can be useful for individuals, businesses, churches, or organizations of all sizes.
- Checklists can cover anything from packing lists, inventory charts, cleaning routines, larger operational functions or they can simply be a to-do list for your personal day.

Why use checklists?

- Paper never forgets. Neither do elephants.
- Your brain has so much going on.
- It can be put away and come back when you need it. It is more difficult to do that with your brain.
- Putting items on a list keeps your headspace free to enjoy the now.
- Other people's lives and lists are counting on your list getting done.
- Small things done well are the best way to see big things happen.
- You build your reputation on how you do the small things.
- "Check, Double Check, Triple Check"
- "Checklists keep us confident in our excellence."

Where do I start?

- What are some things in life that you ALWAYS need to do?
- Think about things that you've easily forgotten in the past.
- What things can you not afford to forget?
- What responsibilities do you have that affect others' experiences?



Communication Focus

- Communication is to get people on the same page. Be sure to listen more than you speak.
- Get as many details as you can about requests, frustrations or questions.
- Repeat details back!
- You are in a position to bring peace into any situation. Your responses and tone should be calm, confident and full of faith.
- Never speak negatively about a caller, whether on radio or phone.

Speaking on Phones

- Smile first. Talk second.
- Assume that everyone can hear you. You're representing Jesus and an organization.
- Always give your name.
- Always get their name.
- Listen quietly and clearly.
- Repeat information for clarification. Phone numbers, needs, name spellings, etc.
- Always offer more help to finish the call.

Speaking on Radios

We instruct all staff when communicating on radio to do the following.

- Assume that everyone around can hear you.
- Hold your radio 2 inches from your mouth while talking. Do not talk on the radio while it is on your hip, sitting on a desk etc.
- Push the radio PTT button on the left side of the radio to talk.
- We remind our staff about the above steps with this simple phrase: **PUSH, SMILE, TALK.**
- Push PTT on your Radio, Smile for 1.5 Seconds, Talk to Radio Land.
- Keep conversation on Radio Land Professional, Clear, and Lifted in tone.



Organization

- Organization means that everything has a place.
- Everything having a place will save you time and stress.
- It is your responsibility to organize your things and your time.
- Organization can help you be sure that life doesn't "happen" to you, but that you "happen" to life.

Procedures

- Procedures protect our people and our facilities.
- Procedures bring peace.
- Procedures prepare us.
- Procedures pre-load behaviors and responses.
- We don't prepare out of worry or fear, but out of wisdom and with the faith to be makers of peace no matter what comes.