Weekly Quality Report A picture containing object

Description automatically generated

**<Practice Area Name>; Week Ending <(Friday) Date>**

**Top 3 Accomplishments**

*List the top 3 accomplishments for the time period. These are tasks or milestones that can include anything operationally, contractually, financially that where completed during the week.*

**Top 3 – 5 upcoming events**

*List 3 – 5 events / accomplishments that are planned to occur or complete during the next reporting period. This should include client meetings, contract deliverables due,etc.*

**Customer Satisfaction**

*This section should be used to capture any customer feedback for the reporting period. Understanding that you will not have feedback from all your customers every week any and all feedback should be capture here. Be sure to list the customer, customer representative, a detailed account of the feedback and for negative feedback your action plan to address.*

* **Customer Compliments (positive)**
  + *List ALL customer kudos, positive feedback for the week*
* **Customer Complaints (negative)** 
  + *List ALL customer complaints including delayed / inaccurate invoices, staffing concerns, late deliverables, etc.*

**Staffing**

*To complete this section you will need to work closely with your on-site managers/supervisors to provide a weekly list of open positions, by project as well as employees that have terminated. If you have no open positions and/or no turnover simply state “none”.*

* **Open Positions** 
  + *Project, Number of openings, date opened, has a Telao requisition been completed (Y/N)*
  + *Project, Number of openings, date opened, has a Telao requisition been completed (Y/N)*
* **Weekly Turnover**
  + *Project, employee name, reason for termination*
  + *Project, employee name, reason for termination*

**Business Development Leads**

*List any new Business Development opportunities that have been identified for your project / practice area. Items that are currently being tracked by the Business Development Staff or have previously been identified do not need to be reported in this section – only new items.*

* *Customer, opportunity description*

**Improvement Recommendations**

*List any recommendation for staff training, equipment, work environment, process streamlining, etc. that will improve the overall quality of service delivery and/or contract operations to our customers.*

**Report Completed by:** *<NAME>*