Voice of the Customer Questions

1.       From your perspective what does an excellent rounding process look like?

2.       On a scale from 1 to 5 how satisfied are you with the current Rounding process?

3.       Do you have experience with other Rounding Processes?

a.       If yes, then how would you rate the rounding process at LLUMC relative to other units in which you have worked(worse, same, better)

b.      If yes, what practices from other units would you like to see implemented at LLUMC

c.       If no, then next question

4.       What changes to the current rounding processes would make you more satisfied with the process?

5.       What rounding processes do you not want to see changed as a result of this process improvement project?

6.       What role, if any would you like to have in this process improvement project?