

ID	Task Name	Duration	Start	Finish	Predecessors
0	Customer Feedback Monitoring	19 days?	Mon 1/1/07	Thu 1/25/07	
1	Read the note for an explanation of the purpose of this template	1 day?	Mon 1/1/07	Mon 1/1/07	
2	Develop Customer Feedback Collection Processes	5 days?	Tue 1/2/07	Mon 1/8/07	
3	Define sources of customer feedback	1 day?	Tue 1/2/07	Tue 1/2/07	
4	Identify sources of voluntary customer feedback	1 day?	Tue 1/2/07	Tue 1/2/07 1	
5	Identify sources for solicited customer feedback	1 day?	Tue 1/2/07	Tue 1/2/07 1	
6	Determine internal and competitive sources of customer feedback	1 day?	Tue 1/2/07	Tue 1/2/07 1	
7	Determine Data Collection Methods	1 day?	Wed 1/3/07	Wed 1/3/07 4,5,6	
8	Determine Data Analysis Methods	3 days?	Thu 1/4/07	Mon 1/8/07	
9	Determine appropriate data analysis method	1 day?	Thu 1/4/07	Thu 1/4/07 7	
10	Develop a plan and a schedule for performing analysis	1 day?	Fri 1/5/07	Fri 1/5/07 9	
11	Incorporate the developed analysis schedule into this schedule	1 day?	Mon 1/8/07	Mon 1/8/07 10	
12	Design of Feedback Collection and Analysis Process COMPLETE	0 days	Mon 1/8/07	Mon 1/8/07 11	
13	Design Customer Issue Response Process	5 days?	Tue 1/2/07	Mon 1/8/07	
14	Design method for following up with customer issues	1 day?	Tue 1/2/07	Tue 1/2/07 1	
15	Identify resources responsible for working with unsatisfied customers	1 day?	Wed 1/3/07	Wed 1/3/07 14	
16	Define issue resolution process	1 day?	Thu 1/4/07	Thu 1/4/07 15	
17	Designate resource as being accountable for resolving customer issues	1 day?	Fri 1/5/07	Fri 1/5/07 16	
18	Define customer follow-up process	1 day?	Mon 1/8/07	Mon 1/8/07 17	
19	Design of Customer Issue Response Process COMPLETE	0 days	Mon 1/8/07	Mon 1/8/07 18	
20	Design Customer Feedback Monitoring Process	8 days?	Tue 1/2/07	Thu 1/11/07	
21	Obtain objectives for customer satisfaction	1 day?	Tue 1/2/07	Tue 1/2/07 1	
22	Obtain sales objectives for the product	1 day?	Tue 1/2/07	Tue 1/2/07 1	
23	Research alternatives to measure customer satisfaction and sales goals	1 day?	Wed 1/3/07	Wed 1/3/07 21,22	
24	Perform financial analysis for each alternative	1 day?	Thu 1/4/07	Thu 1/4/07 23	
25	Draft overall budget	1 day?	Fri 1/5/07	Fri 1/5/07 24	
26	Present recommendation to executives	1 day?	Mon 1/8/07	Mon 1/8/07 25	
27	Develop feedback collection programs and vehicles	1 day?	Tue 1/9/07	Tue 1/9/07 26	
28	Create internal communication plan(s) for feedback results	1 day?	Wed 1/10/07	Wed 1/10/07 27	
29	Acquire executive sign-off on plan and budget	1 day?	Thu 1/11/07	Thu 1/11/07 28	
30	Design of Customer Feedback Program COMPLETE	0 days	Thu 1/11/07	Thu 1/11/07 29	
31	Deploy Feedback Program	3 days?	Fri 1/12/07	Tue 1/16/07	
32	Implement data collection methods for all sources of feedback	1 day?	Fri 1/12/07	Fri 1/12/07 12,19,30	
33	Implement customer response process	1 day?	Mon 1/15/07	Mon 1/15/07 32	
34	Implement monitoring processes	1 day?	Tue 1/16/07	Tue 1/16/07 33	
35	Deployment COMPLETE	0 days	Tue 1/16/07	Tue 1/16/07 34	
36	Monitor Customer Feedback	7 days?	Wed 1/17/07	Thu 1/25/07	
37	Collect data from all sources	0.5 days?	Wed 1/17/07	Wed 1/17/07 35	

Project: Customer Feedback Monitor
Date: Fri 3/27/09

External Tasks

External Milestone




Deadline




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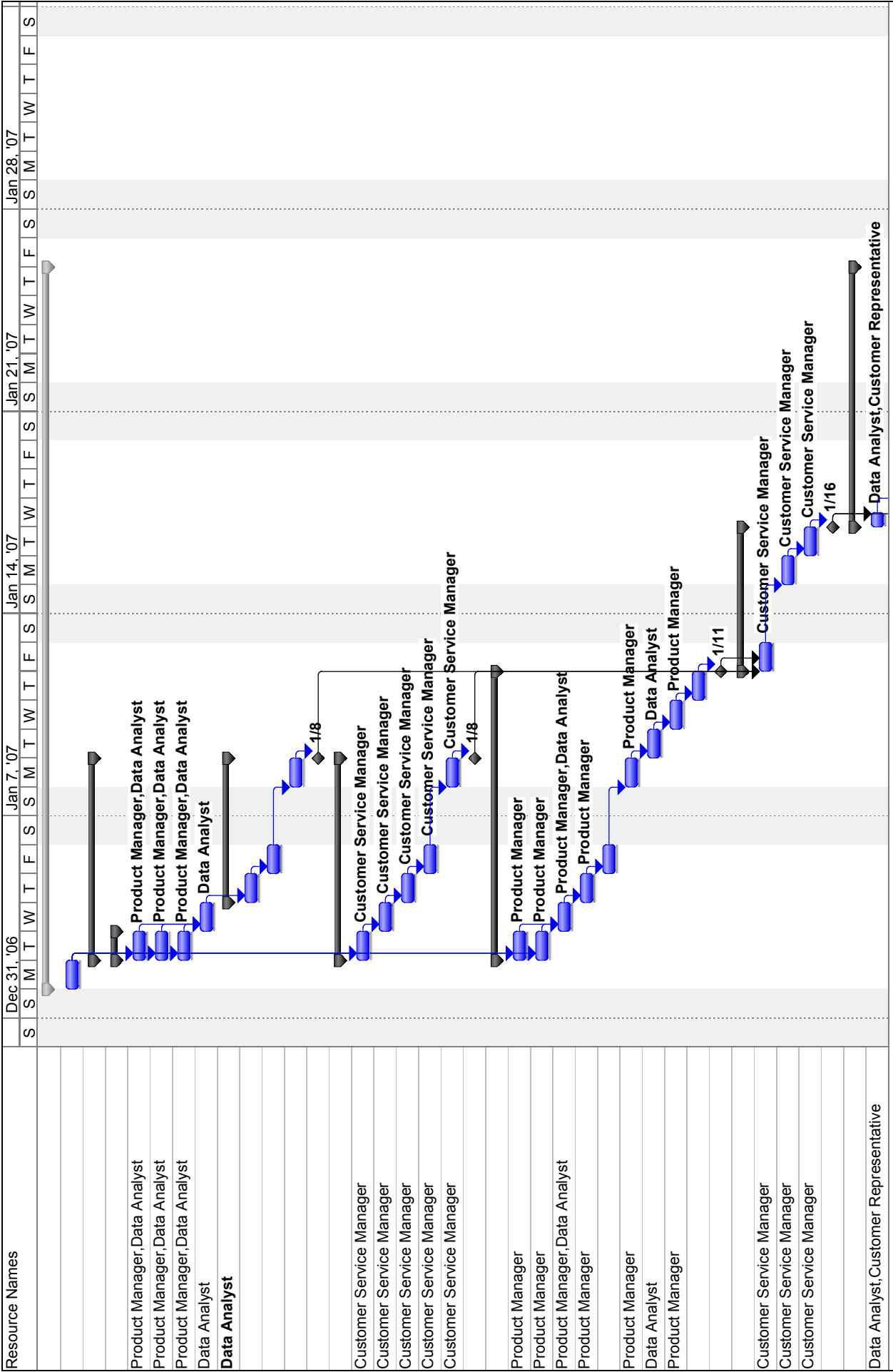
ID	Task Name	Duration	Start	Finish	Predecessors
38	Monitor support capacity	1 day?	Wed 1/17/07	Wed 1/17/07 35	
39	Analyze customer feedback: Look for patterns and problem areas	1 day?	Thu 1/18/07	Thu 1/18/07 37,38	
40	Measure customer satisfaction levels over the course of the program	1 day?	Fri 1/19/07	Fri 1/19/07 39	
41	Review customer follow-ups: Measure success and customer response	1 day?	Mon 1/22/07	Mon 1/22/07 40	
42	Review resolutions of customer issues	1 day?	Tue 1/23/07	Tue 1/23/07 41	
43	Deliver feedback to product team	1 day?	Wed 1/24/07	Wed 1/24/07 42	
44	Establish continuous improvement cycle for program	1 day?	Thu 1/25/07	Thu 1/25/07 43	
45	Customer Feedback Monitoring Program COMPLETE	0 days	Thu 1/25/07	Thu 1/25/07 42,44	

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Resource Names	Dec 31, '06	Jan 7, '07	Jan 14, '07	Jan 21, '07	Jan 28, '07
Product Manager, Data Analyst					
Product Manager, Data Analyst					
Product Manager, Data Analyst					
Data Analyst					
Data Analyst					
Customer Service Manager					
Customer Service Manager					
Customer Service Manager					
Customer Service Manager					
Customer Service Manager					
Product Manager					
Product Manager					
Product Manager, Data Analyst					
Product Manager					
Product Manager					
Data Analyst					
Product Manager					
Customer Service Manager					
Customer Service Manager					
Customer Service Manager					
Data Analyst, Customer Representative					
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