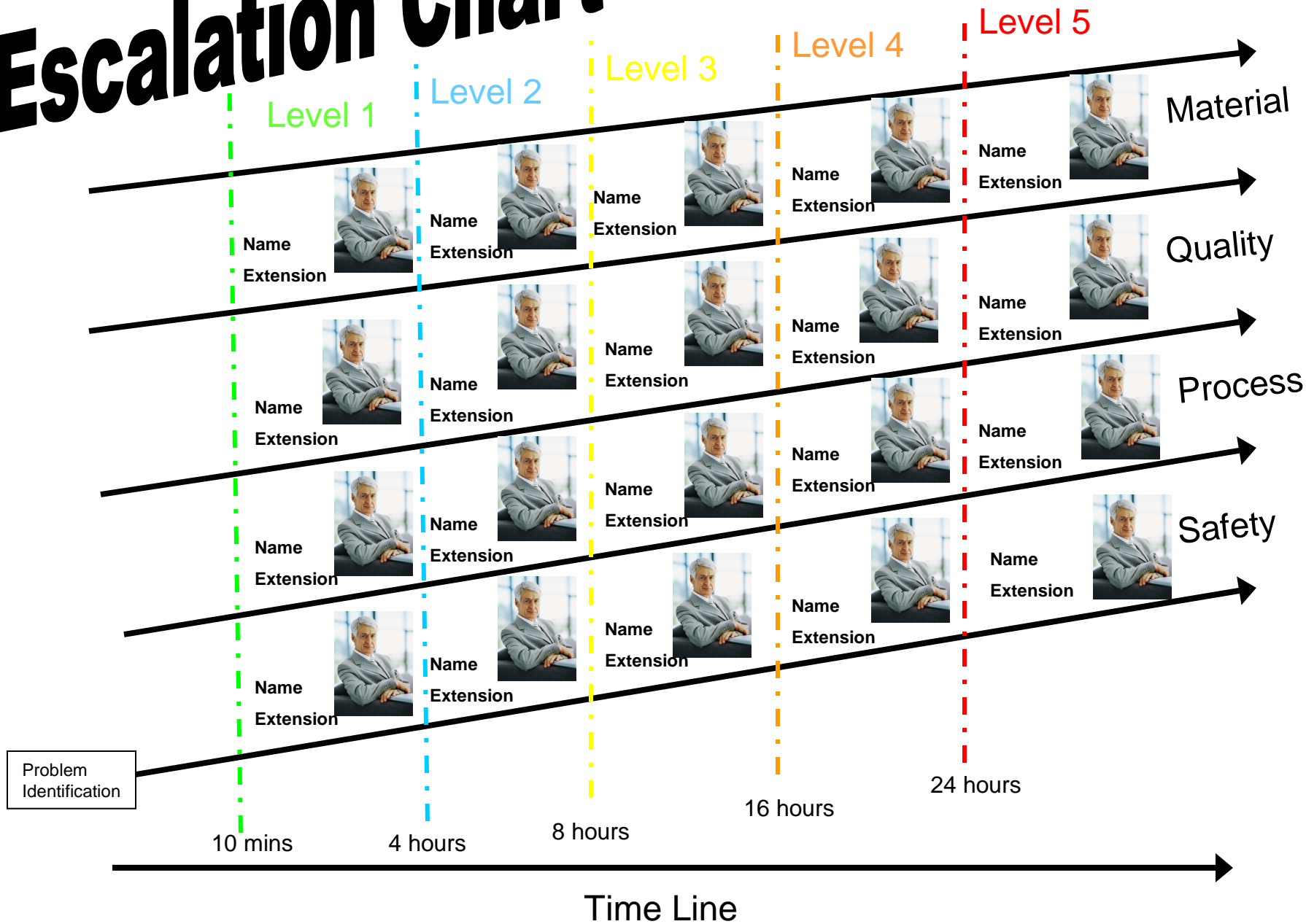


# Escalation Chart

1. This tool is used to reduce management response time, and ensure that material flow is not brought to a halt due to lack of information or decision making.
2. Use the format on Page 2 and apply this to your value stream. Attain commitment from the persons on the chart before implementing the system.

# Escalation Chart



# Escalation Chart Run Rules

- 1.) If a problem cannot be resolved in 10 minutes, follow the escalation process
- 2.) Whoever finds the problem logs into an escalation card, contacts the proper level 1 person, puts card in level 1 slot
- 3.) If a problem has not been answered in the required time, move the card to next level and contact the person
- 4.) Escalation card is not removed until the problem has been answered
- 5.) The person who resolves the problem lists the resolution on the back of the card and places it in the resolution slot