MEGA MANAGEMENT ADVISORS, LLC

Quality Control

MMA's Calling Agents are scored each month in a number of categories. Every Calling Agent is required to meet minimum score in EVERY category!

	A	B	C	D	E	F	G	H	I	J	K
1	**Employee Reliability**				**Recording Quality**				**Discretionary Points**		
2		**Each**	**None**		Following Script/Asking Questions	-3	5		Un-Prompted Follow UP/Relevant (BONUS)	1	0
3	Absences (more than 1)	-3	5		**Tone**				Flexibility (Bonus)	2	0
4	Tardy-Shift/Leaving early From a Shift	-2	5		Professional	-2	5		Customer Complaints (verified)	-2	0
5	Tardy returning from Break	-1	5		Talking too Fast	-2	5		Customer/Higher Management Compliments	2	0
6	Write Ups	-5	5		Unnecessary Comments	-2	5				
7	Standard Break Time Average (more than 10 min. daily)	-5	0		Giving False Information	-2	5		**Negative Points(MIN)**	**-54**	
8	**Total Possible Points**		**20**		**Total Possible Points**		**25**		**Bonus Points(MIN)**	**5**	
9									**Positive Points(MAX)**		**100**
10	**Written Quality**				**Productivity**						
11	Report Quality/Spelling	-1	5		Sale Rate (Min. 5.5)	-5	3				
12	Report Quality/Grammar	-1	5				4				
13							5				
14	**Following Protocol**										
15	No Parentheses	-1	3		Call Rate (Min. 35.0)	-5	3				
16	Choose Incorrect Answer	-2	3				4				
17	Sent Survey Through That Should Have Been a Refusal	-2	3				5				
18	Did Not Document Details/Documented Incorrect Details	-2	3		Productivity Analysis (See Separate Sheet) No Points	Max 20	0				
19	No Answer Documented on Prompted Follow Up	-2	3		**Total Possible Points**		**30**				
20	Documented Agent's Personal Opinion	-2	0								
21	Un-Prompted Follow UP/NOT relevant	-2	0								
22	No Refusal Notes/Not Removing Number when Appropriate	-2	0								
23	**Total Possible Points**		**25**								
24											