



Pareto Scenario Two

Scenario Two

Problem Statement

When guests interface with Kah-Nee-Ta, they provide a variety of comments regarding their stay. If we are to become a world class resort, we need to address their concerns and attempt to create a world class experience for these guests. We have guests complaining about their stay at Kah-Nee-Ta and we want to improve the guest experience.

Possible Causes

These causes are in no particular order and of course are not prioritized. This is your job.

- Room was not satisfactory
- Price of room too much
- Property condition not as expected
- Restaurant service slow
- Front desk was not as friendly as expected
- Reservations staff not helpful
- Meeting rooms did not have broadband internet
- Banquet service not up to speed
- No one said hello to us as we walked around the resort
- Village amenities were worn
- Spa lacked up to date services
- Not enough common places for conversations
- Shuttle was unavailable
- Door person did not say hello
- Games too tight
- People in next room keep us up
- Hiking trails unmarked
- Winter packages unimpressive

Task at Hand

You as a group will need to figure out how to prioritize these causes then use the Pareto Analysis to choose the 20% of the causes that are producing 80% of the problem. Be ready to share your results with the whole group.

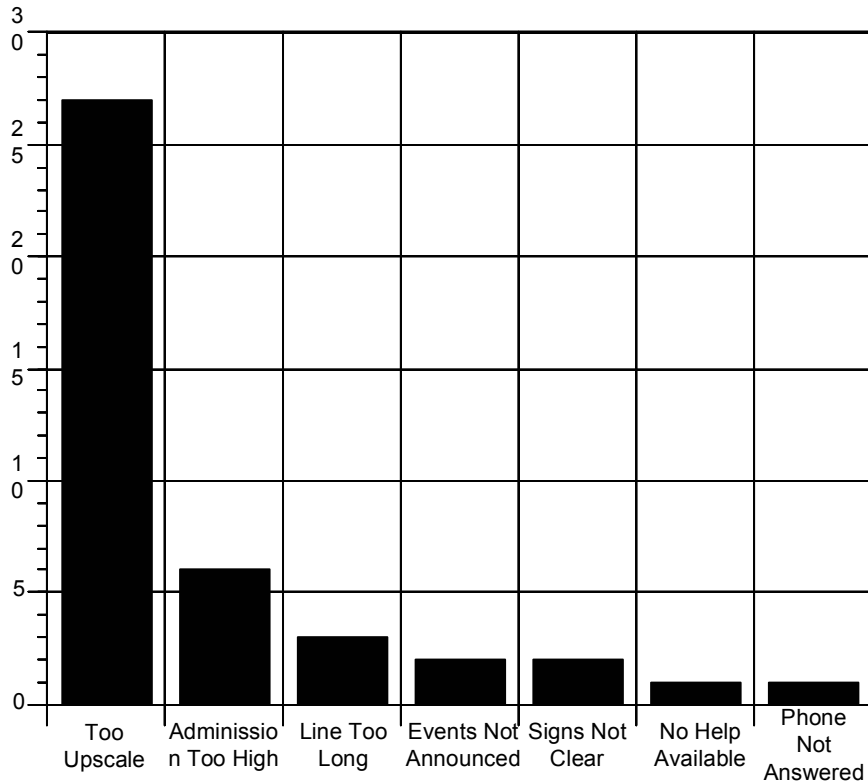
Hints:

- You can have each person select the top 10 in order of preference via PostIt notes assigning a 1-10 to each one. Do a histogram (pile "x's" on top of each other for each vote for each cause) and pretty soon you will have some causes with 10 "x's" and others with 1 "x". Put in order from large to small and there you have built a histogram. See example attached on the next page. What are the total number of "x's" collected? If you have 50 "x's" in all and your top cause has 5 "x's", that cause accounts for 10% of the problem.
- Of course you can vote and poll or have a focus group put values on each as well. Good luck.



Pareto Scenario Two

Pareto Chart Customer complaints



Note: In the above example "too upscale" had 27 votes and "phone not answered" had one. Which one had a bigger impact on causing the problem? Of course "too upscale" so you would address this cause.