To better understand the issues related to this class, please read the material assigned and devise policies for service guarantees for a consulting company. You may find it helpful to select a specific service offered by such an organization and focus on it.

In particular, the questions you should address are:

a. How would the policy read?

b. How would the policy be implemented?

c. How would the effectiveness of the policy be measured?

Please note:

- You do not have to turn in any written assignment for this class

- We will call on the students as we do for the cases. You should be prepared to state your plan in the class.