



### **The NPI Canopy Contact Approach:**

- ✓ Stay positive - a great attitude does a long way
- ✓ Seek to understand - ask the right questions; actively listen
- ✓ Use the team – it takes a team to do the best for all
- ✓ Provide timely resolutions – track impacts on productivity
- ✓ Eliminate reoccurring issues – identify root causes
- ✓ Total ownership - follow up until the issue is resolved
- ✓ Quality documentation - document thoroughly as you go
- ✓ Be Proactive – spot trends and related issues in advance
- ✓ Ensure high visibility – communicate the impact of all changes
- ✓ Solve business problems first - then address the technical issues

