

ESCALATION SUGGESTED LEVELS

*Here is a suggested guideline for an escalation plan.
Teams should be train to the escalation plan,
Post a copy of it at the hour-by-hour tracking chart*

Escalation Level 1

If the hour by hour is showing a missed hour the team leader needs to know about it immediately, and action taken if necessary.



Escalation Level 2

If the hour by hour is showing two consecutive missed hours, the supervisor needs to be notified immediately, and action taken if necessary



Escalation Level 3

If the hour by hour is showing three consecutive missed hours, the operations manager, or plant manager, needs to be notified immediately, and action taken if necessary.