

DADI Plan™ Template

The DADI Question: “With respect to customer service at Flow Automotive, what can I discover, apply, develop and implement, in connection with the biblical worldview?”

[Use a computer to fill this out. Place your cursor in the grey box areas and type. Areas will expand as needed.]

1 In 25 words or less, identify one important challenge, vision or opportunity you want to intentionally align with the biblical worldview: I want to intentionally live out the implications of what I believe in the context of customer service within my company.

2 DISCOVER: List key biblical premises you have DISCOVERED from Scripture that directly (or indirectly) relate to the challenge, vision or opportunity you have identified above, and write these as “I believe” statements [for ideas, consult the list of 96 *Biblical Truths* or the list of 50 *Biblical Truths Relating to Work*]:

I believe God actively moves in our daily lives to give us opportunities to care for people in the name of Christ.

I believe every individual is created, loved and sustained by God, and thus they are worthy of utmost respect, and deserve extraordinary service regardless of behavior or station in life.

3 APPLY: List 2-3 ways you could APPLY your beliefs [identified in #2 above] to your focus [identified in #1 above], and write these as “I could” statements that *describe end results*:

I could (my company could) put relationships ahead of transactions.

I could (my company could) treat each customer like a valued friend and a guest in our home.

I could (my company could) be transparent and open with each customer throughout the entire process of purchasing a car, or getting one repaired.

4. DEVELOP: Identify the key training, research, or preparation you must DEVELOP in order for your action steps [given in #5 below] to be successful, writing these as “I must” statements:

I must figure out how to train all of my employees on engaging with customers as valued friends.

I must put company policies into place that will effectively reinforce the implications of the biblical worldview.

5. IMPLEMENT: Specify action steps you will IMPLEMENT, and write these as “I will” statements that are SMART [i.e., *specific, measurable, attainable, realistic and time-definite*]:

I will put kiosks into the showroom floor that will enable employees to show customers all the information they need to make a good decision regarding purchase of a car.

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I will require my employees to give customers a realistic estimate of the time it will take to fix their cars, with the commitment that if it takes longer, we will deliver the car at our own inconvenience – not the customer's.

I will require my employees to make only one call to explain the repairs needed, and the price. If the problem is misdiagnosed and the problem costs more, we will eat the difference.

I will put a policy in place that guarantees if we do not fix the car right the first time, we will not charge for the second. If it takes a second time, we will pick up the car and return it fully detailed, with a full tank of gas.