# Before buying more leads, inspect your last 5 callbacks.

A practical review for service-business owners.

Start with the work returning to your schedule.

# Separate planned from unplanned.

## PLANNED

A scheduled second stage belongs in the original job plan.

## UNPLANNED

A return visit needs its own supported explanation.

# Capture five facts.

01 What did the customer report?

02 Why did the team return?

03 What resources did it use?

04 Could it be detected earlier?

05 Who owns the corrective action?

# Investigate before assigning blame.

## HYPOTHETICAL EXAMPLE

Several jobs need another visit because the same part was missing.

That raises a question about preparation. It does not establish poor workmanship.

# Five cases start a question.

They do not establish your company-wide callback rate.

Test one change. Review a larger set of comparable jobs over a defined period.

Keep the job mix visible before claiming improvement.

# What keeps sending your team back?

Bring five recent unplanned returns to your next operations meeting.

Find one recurring question worth testing.

**The Work Behind Growth**
**with Jay Zaabri**