

Policy Gap

Human Service. Smarter Systems.

Does policy help customers understand?

Use these questions to find where a valid boundary turns into a frustrating dead end.

THE CORE FLOW



THE KASENCE FLOW CHECK

PROMPT	YOUR NOTES
1 When an employee tells a customer that something is policy, can the employee also explain why the policy exists?	<div></div> <div></div> <div></div>
2 Do employees know what options are available inside the policy before they simply say no?	<div></div> <div></div> <div></div>
3 Are common exceptions, approval limits, and escalation paths clear enough that employees know when to ask for help?	<div></div> <div></div> <div></div>
4 When the answer must remain no, do employees know how to explain the boundary and give the customer a useful next step?	<div></div> <div></div> <div></div>
5 Can front-line employees report policies that repeatedly confuse customers, create unnecessary escalations, or no longer match how the business operates?	<div></div> <div></div> <div></div>

REMEMBER
A policy can stay firm while the explanation becomes clearer, more useful, and more human.

Policy Gap

Human Service. Smarter Systems.

EXAMINE ONE CUSTOMER-FACING POLICY

Trace the rule, the reason, the options, and what should happen when the situation does not fit.

POLICY / RULE What policy or boundary are customers hearing?
WHY IT EXISTS What operational, safety, fairness, quality, or business reason supports it?
CUSTOMER IMPACT What does the customer experience when this rule applies?
AVAILABLE OPTIONS What can the employee offer without breaking the policy?
COMMON EXCEPTIONS What legitimate situations may require a different path?
APPROVAL AUTHORITY Who can approve an exception and within what limits?
ESCALATION PATH When should the employee escalate, and what information is needed?
EXPLANATION LANGUAGE How can the rule be explained clearly without sounding dismissive?
FRONT-LINE FEEDBACK How should repeated confusion or recurring exceptions be reported?
FIRST IMPROVEMENT TO MAKE What one change would make this policy easier for employees to explain and customers to understand?

READY FOR A SECOND SET OF EYES? Take the Kasence Flow Check at kasence.com/contact
--