## Voice of the Customer - example

<table>
<thead>
<tr>
<th>Customer Who</th>
<th>Voice of Customer Statements of Experience</th>
<th>Factors Critical to Quality Customer goals to achieve desired experience</th>
<th>Metrics What we will attempt to measure?</th>
</tr>
</thead>
<tbody>
<tr>
<td>MD/AAs</td>
<td>“We don’t have some items when we need them; our carts are sometimes overstocked”</td>
<td>Items stocked in OR carts at appropriate par levels</td>
<td>OR delay due to supplies, # of expedited orders, time wasted finding supplies, accuracy of par levels, number or expired items</td>
</tr>
<tr>
<td>ATs</td>
<td>“We go into supply room to stock OR 15-20 times a day and spend extra time finding supplies not in OR carts”</td>
<td>Items in stock in the appropriate OR carts before the start of the day</td>
<td>Time wasted finding supplies, qualitative assessment of satisfaction, OR delay due to supply issues</td>
</tr>
</tbody>
</table>

**Supplemental Figure 1**
Supply Assistants (3 FTE)
- Visually check par levels

Receiving Dock
- Receive shipment; input receipt into Oracle
- Move shipment to Supply Office

Anesthesia/OR Supply
- Sign for order; place in supply room

ATS (12 FTE 2 PRN)
- Visually check par levels
- Below 25% par level?

MD/AA (42.2 FTE)
- Request specialty item
- Residents/Fellows visual check of supply
- MD/AA perform cases

Residents/Fellows:
- Visual check of supply

MD/AA:
- Restock OR supply carts and cabinets

Yes
- Supply cart to Supply Room
- Make list, grab bags

No
- Move to MD/AA

Supplemental Figure 2
Supplemental Figure 3