

Production Performance Report

The Tailored Closet North San Diego

Q1 2026

Prepared by Business Succession Pros, Inc. — March 2026

❑ **CRITICAL OPERATIONAL ALERT**

38.1%

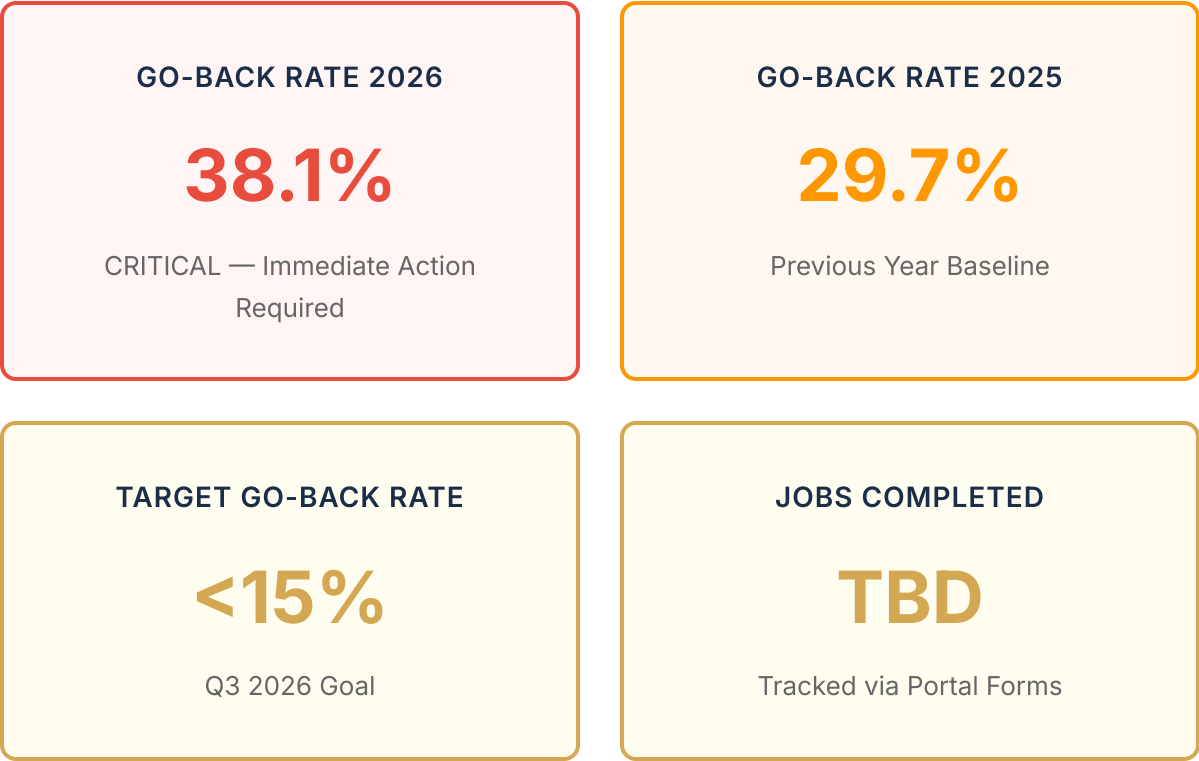
Go-Back Rate (2026 YTD) — UP from 29.7% in 2025

BUSINESS IMPACT:

- ✗ Nearly **2 in 5 jobs** require return visits
- ✗ **#1 operational issue** — eroding margins
- ✗ Wasting labor hours and materials
- ✗ Damaging customer trust and referrals
- ✗ Preventing team from handling new installations

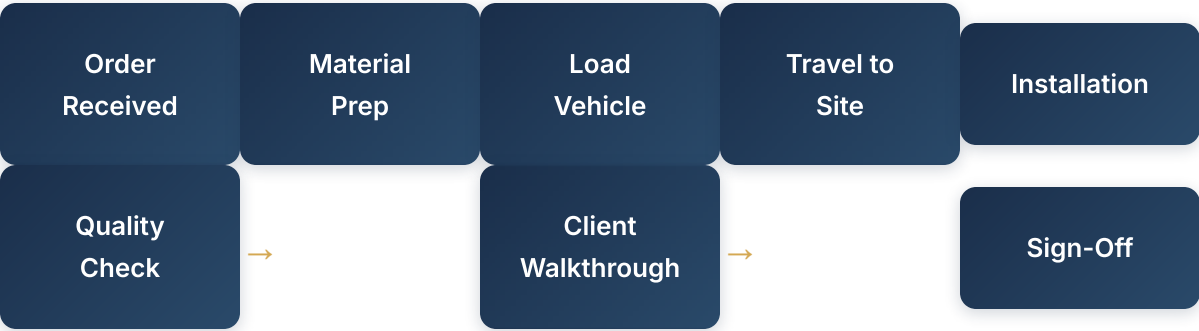
URGENT: Immediate intervention required to restore operational excellence

Production KPIs



Metric	Current Status	Tracking Method
Go-Back Rate (2026 YTD)	38.1% — CRITICAL	Installation follow-up tracking
Go-Back Rate (2025)	29.7%	Historical baseline
Jobs Completed This Month	TBD	Portal form submissions
Dollar Amount Completed	TBD	Portal form submissions

Production Process



End-to-end production workflow from order receipt through final customer sign-off

Key Personnel

☐ Key Role for Go-Back Reduction

Cassidy Thompson

Installation Manager

Primary responsibility for quality control, installer training, and go-back prevention initiatives. Critical leadership position for operational excellence.

Installer Training Program

LEVEL
1

Foundation (Entry)

- ▶ Basic tool proficiency
- ▶ Safety protocols
- ▶ Basic assembly skills
- ▶ Material handling
- ▶ Site preparation

LEVEL
2

Proficient (Intermediate)

- ▶ Solo installation capability
- ▶ Quality control standards
- ▶ <10% go-back rate target
- ▶ Customer communication
- ▶ Problem-solving skills

LEVEL
3

Lead Installer (Advanced)

- ▶ Crew leadership
- ▶ <5% go-back rate target
- ▶ Training new installers
- ▶ Complex installations
- ▶ Quality assurance role

Immediate Action Items

URGENT

Implement Go-Back Prevention Playbook

Develop and deploy systematic prevention protocols — root cause analysis + countermeasures

URGENT

Build Material Protection Protocols

Prevent damage during transport and installation — padding, wrapping, handling standards

HIGH

Create Training Station at Warehouse

Hands-on practice environment for skill development before customer-facing work

HIGH

Track Go-Back Causes and Categorize

Data-driven analysis: damage, measurement errors, missing parts, installation errors

HIGH

Cassidy Leadership Development Program

Empower Installation Manager with tools, authority, and training to drive quality improvement

MEDIUM

Pre-Installation Checklist Implementation

Mandatory verification: materials, measurements, tools, site readiness

MEDIUM

Post-Installation Quality Photos Requirement

Documentation standard: proof of quality, accountability, learning tool

MEDIUM

Weekly Go-Back Review with Cassidy

Structured debrief: what happened, why, how to prevent, lessons learned

Strategic Recommendations

Production Excellence Roadmap

- **Target go-back rate below 15% by Q3 2026** — Aggressive but achievable with systematic intervention
- **Implement pre-installation checklist** — Prevent errors before they happen with mandatory verification
- **Post-installation quality photos requirement** — Build accountability and documentation standards
- **Weekly go-back review with Cassidy** — Continuous improvement through structured learning
- **Material protection protocols** — Systematic handling standards to prevent damage
- **Warehouse training station** — Practice before customer-facing work

Key Insights

❑ **38.1% Go-Back Rate = Critical Operational Crisis**

Nearly 2 in 5 jobs require return visits — eroding margins, wasting labor, damaging trust

❑ **Worsening Trend: 29.7% (2025) → 38.1% (2026)**

+8.4 percentage point increase — problem is accelerating, not stabilizing

❑ **Cassidy Thompson = Key to Recovery**

Installation Manager role is critical — empower with tools, authority, and training

→ **Training Program Framework Established**

3-level progression: Foundation → Proficient (<10% go-back) → Lead (<5% go-back)

✓ **Clear Target: <15% by Q3 2026**

Aggressive but achievable goal — requires systematic execution of prevention playbook

Go-Back Root Cause Analysis (Framework)

Category	Examples	Prevention Strategy
Material Damage	Scratches, dents, broken pieces during transport/install	Protection protocols, handling training
Measurement Errors	Incorrect dimensions, poor fit, gaps	Pre-install verification checklist
Missing Parts	Forgot components, incomplete orders	Load-out checklist, inventory verification
Installation Errors	Improper assembly, incorrect mounting, misalignment	Skills training, Level 2+ certification
Quality Control Failures	Defects not caught before customer walkthrough	Mandatory quality check + photos

Next Step: Track actual go-back incidents by category for 30 days to identify primary root causes and prioritize prevention efforts.

Business Succession Pros, Inc.

Strategic Business Advisory & Succession Planning

This report is confidential and prepared exclusively for The Tailored Closet North San Diego. Data and recommendations are based on information provided as of March 2026. Business Succession Pros, Inc. does not guarantee future performance or outcomes.