



# Communications out of hand?

## Forward, not backward.

Progress in life and work comes from problems and the solutions we find to solve them. In the 21st century we can no longer afford to lose track of information. Accountability, flexibility, and security are no longer optional when it comes to the way we handle information flows.

### Symptoms of not having CMT:

- The first items received in are NOT the first processed out
- Staff members find themselves repeating each other's work
- Finding the status of any item takes more than 3 clicks
- Important & time-sensitive communications slip through the cracks
- Staff members shoulder the blame for imperfect systems



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