

**Exhibit 5-2: Sample Completed Performance Intervention Selection Matrix:
Customer Service Improvement**

Interventions	Selection Criteria				Total	Rank	Retain (✓)
	Appropriateness	Economics	Feasibility	Acceptability			
Elimination of task interferences	4	3	2	3	12	3	✓
Job redesign	3	1	1	3	8	4	
Environmental redesign	3	0	0	2	5	5	
Process redesign	4	4	3	3	14	2	✓
Provision of resources	4	3	4	4	15	1	✓