



CSKL is built around a set of fundamentals showing that
“Who we are is what we do.”

We will be showcasing those fundamentals week by week
throughout the year and hope you will join us in exploring those.

CSKL Fundamental #15

Be a Fanatic About Response Time

Respond to questions and concerns quickly, whether it's in person, on the phone, or by e-mail. This includes simply acknowledging that we got the question and we're “on it,” as well as keeping those involved continuously updated on the status of outstanding issues.