FINANCIAL Strategy

Objective:
Achievement of defined targets and objectives
Measure:
Business growth in new markets and products
Target:
Longer term growth with reasonable cost and controlled risk associated
Initiative:
Expand services and product range with employee involvement in decision making and knowledge of ongoing business performance

BUSINESS Operations

Objective:
Reduce delivery time to customer with employee involvement

Measure:
Customer responses to surveys and internal timeline comparisons

Target:
50% reduced delivery time

Initiative:
Employee problem solving teams charged with responsibility to achieve target in given time frame.

Entrepreneur/Closely held Ownership Collaborative Business Management Model

CUSTOMER Focus

Objective: Customer satisfaction and return customer sales
Measure:
Ratings on customer feedback surveys polls, web responses etc
Target:
100% customer satisfaction rating
Initiative:
Employee involvement in satisfaction surveys and feedback review

TRAINING AND GROWTH

Objective:
Increase Employee knowledge of product and customer needs to improve customer satisfaction
Measure:
Rates of employee enrollment in sponsored training and customer feedback over time
Target:
100% increase in Ee involvement in customer satisfaction
Initiative:
Employee leadership and customer relations training; employees to take the initiative

Copyright ©2007