

**Strategic Objectives**

**Continuous Improvement Program**

|  |  |
| --- | --- |
| Attendees: |  |
| Apologies: |  |
| Date: |  |
| Venue: |  |
| Chair: |  | Notes:  |  |
| **Page No.** | **Item** | **Raised by** | **Due Date** |
|  |  |  |  |
|  | * Review Business Health Analytics Excel
 |  |  |
|  | * Review Operational Health Analytics Excel
 |  |  |
|  | * Review Strategic Objective
 |  |  |
|  | * Other
 |  |  |
|  | * Notes and Actions
 |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Business Planning**

|  |  |
| --- | --- |
| 1 | Our processes for setting and maintaining our pricesABCD |
| 2 | Our ability to grow the business through existing CustomersABCD |
| 3 | Our ability to check at any time profit, sales, expenses and cash flowABCD |
| 4 | Our understanding of the needs and perceptions of our CustomersABCD |
| 5 | Our ability to deliver on time, on budget and with specified qualityABCD |
| 6 | OtherABCD |
| 7 | OtherABCD |
| 8 | OtherABCD |
| 9 | OtherABCD |

**Leadership**

|  |  |
| --- | --- |
| 1 | The quality and frequency of the feedback we provide our staff on their performanceABCD |
| 2 | The level of cooperation and trust between "departments"ABCD |
| 3 | Our understanding of the needs and perceptions of our CustomersABCD |
| 4 | Our documentation of a clear vision and competitive advantage for the businessABCD |
| 5 | Our ability to deliver on time, on budget and with specified qualityABCD |
| 6 | Our mechanism for benchmarking our systems against best practiceABCD |
| 7 | Our ability to attract and retain high quality staffABCD |
| 8 | OtherABCD |
| 9 | OtherABCD |

**Profitability**

|  |  |
| --- | --- |
| 1 | The level of satisfaction and loyalty of our CustomersABCD |
| 2 | Our knowledge of our costs, particularly our product costsABCD |
| 3 | The reward system we use for our sales teamABCD |
| 4 | Our understanding of our cash at bank, debtors and creditorsABCD |
| 5 | Our processes for setting and maintaining our pricesABCD |
| 6 | The control of business inefficienciesABCD |
| 7 | OtherABCD |
| 8 | OtherABCD |
| 9 | OtherABCD |

**Marketing**

|  |  |
| --- | --- |
| 1 | The level of satisfaction and loyalty of our CustomersABCD |
| 2 | The contact program we have for Customers and ProspectsABCD |
| 3 | Our sales and marketing documentation (brochures, web sites)ABCD |
| 4 | Our processes for setting and maintaining our pricesABCD |
| 5 | Our understanding of the needs and perceptions of our CustomersABCD |
| 6 | Our database of customers and prospectsABCD |
| 7 | Our ability to record our sales per product, per market segmentABCD |
| 8 | OtherABCD |
| 9 | OtherABCD |

**Personal Development**

|  |  |
| --- | --- |
| 1 | The morale of our staffABCD |
| 2 | The quality and frequency of the feedback we provide our staff on their performance?ABCD |
| 3 | The amount and quality of training we provide for our staffABCD |
| 4 | Our ability to attract and retain high quality staffABCD |
| 5 | OtherABCD |
| 6 | OtherABCD |
| 7 | OtherABCD |
| 8 | OtherABCD |
| 9 | OtherABCD |

**Continuous Improvement**

|  |  |
| --- | --- |
| 1 | The level of cooperation and trust between "departments"ABCD |
| 2 | The documentation and understanding of our sales processABCD |
| 3 | The quality of the documentation of our standard operating proceduresABCD |
| 4 | The control of business inefficienciesABCD |
| 5 | Our ability to deliver on time, on budget and with specified qualityABCD |
| 6 | Our mechanism for benchmarking our systems against best practiceABCD |
| 7 | Our continuous improvement of our internal processesABCD |
| 8 | OtherABCD |
| 9 | OtherABCD |

**Revenue - Sales**

|  |  |
| --- | --- |
| 1 | The level of satisfaction and loyalty of our CustomersABCD |
| 2 | The reward system we use for our sales team provides resultsABCD |
| 3 | The contact program we have for Customers and ProspectsABCD |
| 4 | Our sales and marketing documentation (brochures, web sites)ABCD |
| 5 | Our ability to deliver on time, on budget and with specified qualityABCD |
| 6 | The documentation and understanding of our sales processABCD |
| 7 | Our database of customers and prospectsABCD |
| 8 | The quality and capability of our sales forceABCD |
| 9 | OtherABCD |

**Employee Engagement**

|  |  |
| --- | --- |
| 1 | The morale of our staffABCD |
| 2 | The quality and frequency of the feedback we provide our staff on their performanceABCD |
| 3 | The level of cooperation and trust between "departments"ABCD |
| 4 | The amount and quality of training we provide for our staffABCD |
| 5 | Our ability to attract and retain high quality staffABCD |
| 6 | OtherABCD |
| 7 | OtherABCD |
| 8 | OtherABCD |
| 9 | OtherABCD |

**Inefficiency Reduction**

|  |  |
| --- | --- |
| 1 | Our knowledge of our costs, particularly our product costsABCD |
| 2 | Our understanding of our cash at bank, debtors and creditorsABCD |
| 3 | The quality of the documentation of our standard operating proceduresABCD |
| 4 | The control of business inefficienciesABCD |
| 5 | Our mechanism for benchmarking our systems against best practiceABCD |
| 6 | Our continuous improvement of our internal processesABCD |
| 7 | OtherABCD |
| 8 | OtherABCD |
| 9 | OtherABCD |

**Customer service**

|  |  |
| --- | --- |
| 1 | The level of satisfaction and loyalty of our CustomersABCD |
| 2 | The contact program we have for Customers and ProspectsABCD |
| 3 | The documentation and understanding of our sales processABCD |
| 4 | Our understanding of the needs and perceptions of our CustomersABCD |
| 5 | Our database of customers and prospectsABCD |
| 6 | Our ability to deliver on time, on budget and with specified qualityABCD |
| 7 | OtherABCD |
| 8 | OtherABCD |
| 9 | OtherABCD |