

**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 | | | | |  |  |
|  |  | | | | |  |  |
|  |  | | | | |  |  |
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|  |  | | | | |  |  |
|  |  | | | | |  |  |

**Business Planning**

|  |  |
| --- | --- |
| 1 | Our processes for setting and maintaining our prices  A  B  C  D |
| 2 | Our ability to grow the business through existing Customers  A  B  C  D |
| 3 | Our ability to check at any time profit, sales, expenses and cash flow  A  B  C  D |
| 4 | Our understanding of the needs and perceptions of our Customers  A  B  C  D |
| 5 | Our ability to deliver on time, on budget and with specified quality  A  B  C  D |
| 6 | Other  A  B  C  D |
| 7 | Other  A  B  C  D |
| 8 | Other  A  B  C  D |
| 9 | Other  A  B  C  D |

**Leadership**

|  |  |
| --- | --- |
| 1 | The quality and frequency of the feedback we provide our staff on their performance  A  B  C  D |
| 2 | The level of cooperation and trust between "departments"  A  B  C  D |
| 3 | Our understanding of the needs and perceptions of our Customers  A  B  C  D |
| 4 | Our documentation of a clear vision and competitive advantage for the business  A  B  C  D |
| 5 | Our ability to deliver on time, on budget and with specified quality  A  B  C  D |
| 6 | Our mechanism for benchmarking our systems against best practice  A  B  C  D |
| 7 | Our ability to attract and retain high quality staff  A  B  C  D |
| 8 | Other  A  B  C  D |
| 9 | Other  A  B  C  D |

**Profitability**

|  |  |
| --- | --- |
| 1 | The level of satisfaction and loyalty of our Customers  A  B  C  D |
| 2 | Our knowledge of our costs, particularly our product costs  A  B  C  D |
| 3 | The reward system we use for our sales team  A  B  C  D |
| 4 | Our understanding of our cash at bank, debtors and creditors  A  B  C  D |
| 5 | Our processes for setting and maintaining our prices  A  B  C  D |
| 6 | The control of business inefficiencies  A  B  C  D |
| 7 | Other  A  B  C  D |
| 8 | Other  A  B  C  D |
| 9 | Other  A  B  C  D |

**Marketing**

|  |  |
| --- | --- |
| 1 | The level of satisfaction and loyalty of our Customers  A  B  C  D |
| 2 | The contact program we have for Customers and Prospects  A  B  C  D |
| 3 | Our sales and marketing documentation (brochures, web sites)  A  B  C  D |
| 4 | Our processes for setting and maintaining our prices  A  B  C  D |
| 5 | Our understanding of the needs and perceptions of our Customers  A  B  C  D |
| 6 | Our database of customers and prospects  A  B  C  D |
| 7 | Our ability to record our sales per product, per market segment  A  B  C  D |
| 8 | Other  A  B  C  D |
| 9 | Other  A  B  C  D |

**Personal Development**

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

**Continuous Improvement**

|  |  |
| --- | --- |
| 1 | The level of cooperation and trust between "departments"  A  B  C  D |
| 2 | The documentation and understanding of our sales process  A  B  C  D |
| 3 | The quality of the documentation of our standard operating procedures  A  B  C  D |
| 4 | The control of business inefficiencies  A  B  C  D |
| 5 | Our ability to deliver on time, on budget and with specified quality  A  B  C  D |
| 6 | Our mechanism for benchmarking our systems against best practice  A  B  C  D |
| 7 | Our continuous improvement of our internal processes  A  B  C  D |
| 8 | Other  A  B  C  D |
| 9 | Other  A  B  C  D |

**Revenue - Sales**

|  |  |
| --- | --- |
| 1 | The level of satisfaction and loyalty of our Customers  A  B  C  D |
| 2 | The reward system we use for our sales team provides results  A  B  C  D |
| 3 | The contact program we have for Customers and Prospects  A  B  C  D |
| 4 | Our sales and marketing documentation (brochures, web sites)  A  B  C  D |
| 5 | Our ability to deliver on time, on budget and with specified quality  A  B  C  D |
| 6 | The documentation and understanding of our sales process  A  B  C  D |
| 7 | Our database of customers and prospects  A  B  C  D |
| 8 | The quality and capability of our sales force  A  B  C  D |
| 9 | Other  A  B  C  D |

**Employee Engagement**

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

**Inefficiency Reduction**

|  |  |
| --- | --- |
| 1 | Our knowledge of our costs, particularly our product costs  A  B  C  D |
| 2 | Our understanding of our cash at bank, debtors and creditors  A  B  C  D |
| 3 | The quality of the documentation of our standard operating procedures  A  B  C  D |
| 4 | The control of business inefficiencies  A  B  C  D |
| 5 | Our mechanism for benchmarking our systems against best practice  A  B  C  D |
| 6 | Our continuous improvement of our internal processes  A  B  C  D |
| 7 | Other  A  B  C  D |
| 8 | Other  A  B  C  D |
| 9 | Other  A  B  C  D |

**Customer service**

|  |  |
| --- | --- |
| 1 | The level of satisfaction and loyalty of our Customers  A  B  C  D |
| 2 | The contact program we have for Customers and Prospects  A  B  C  D |
| 3 | The documentation and understanding of our sales process  A  B  C  D |
| 4 | Our understanding of the needs and perceptions of our Customers  A  B  C  D |
| 5 | Our database of customers and prospects  A  B  C  D |
| 6 | Our ability to deliver on time, on budget and with specified quality  A  B  C  D |
| 7 | Other  A  B  C  D |
| 8 | Other  A  B  C  D |
| 9 | Other  A  B  C  D |