Pleasant Manor and Tabor Manor 2017/2018 Business Plan

Balanced Scorecard – Pleasant Manor and Tabor Manor

FINANCIAL	LEAD	J	J	A	S	O	N	D	J	F	M	A	M
RELATIONAL EXCELLENCE AND CULTURAL PRESERVATION													
1. Fully staff 100% of funded shifts by May 31, 2018.													
CUSTOMER SERVICE	**LEAD**	**J**	**J**	**A**	**S**	**O**	**N**	**D**	**J**	**F**	**M**	**A**	**M**
RELATIONAL EXCELLENCE AND CULTURAL PRESERVATION													
1. Create a culture supporting Relational excellence by increasing our employee rating for "Praise people for a job well done" by 10% by January 15, 2018.													
SYSTEMS (INTERNAL PROCESSES)	**LEAD**	**J**	**J**	**A**	**S**	**O**	**N**	**D**	**J**	**F**	**M**	**A**	**M**
RELATIONAL EXCELLENCE AND CULTURAL PRESERVATION													
1. Instill a culture of synergistic teamwork through the creation of a competitive recruitment process to ensure all lines are filled within 60 days of being vacated, by September 30, 2017.													
LEARNING AND GROWTH	**LEAD**	**J**	**J**	**A**	**S**	**O**	**N**	**D**	**J**	**F**	**M**	**A**	**M**
RELATIONAL EXCELLENCE AND CULTURAL PRESERVATION													
1. Integrate Relational Excellence and core-values into the onboarding process to create a relational foundation with the objective to increase employee retention rate by 5% by April 30, 2018.													

	ADVANCING AS PLANNED	
	CHALLENGES	
	NOT CURRENTLY ACTIVE	
	COMPLETE	