



2018-2019 Business Plan / Balanced Scorecard

FINANCIAL

LEAD J J A S O N D J F M A M

RELATIONAL EXCELLENCE AND CULTURAL PRESERVATION

Fully staff funded shifts from 44,903 to 46,280, by May 31, 2019.

CEO

CUSTOMER SERVICE

LEAD J J A S O N D J F M A M

RELATIONAL EXCELLENCE AND CULTURAL PRESERVATION

To increase our percentage rating by 3% of "I feel appreciated at work today", from 82% to 85%, by May 31, 2019.

CEO

SYSTEMS (INTERNAL PROCESSES)

LEAD J J A S O N D J F M A M

RELATIONAL EXCELLENCE AND CULTURAL PRESERVATION

Instill a culture of synergistic teamwork through the creation of a competitive recruitment process to ensure all lines are filled within 30 days of being vacated, by May 31, 2019.

CEO

LEARNING AND GROWTH





LEAD J J A S O N D J F M A M

RELATIONAL EXCELLENCE AND CULTURAL PRESERVATION

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, 2019.

CEO

LEGEND:

-  Advancing as Planned
-  Challenges
-  Not Currently Active
-  Complete