

Radiant Care

2019-2020 Business Plan / Balanced Scorecard

FINANCIAL

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

EVIDENCE-BASED CLIENT EXPERIENCE

Establish financial benchmarks in payroll between both sites based on per resident day, leading toward greater harmonization in budgeting and financial analysis and efficiency in operations, overall, thereby ensuring the most resources are directed to impact client-experience.

Director of
Finance
and
Director of
Operations

CUSTOMER SERVICE

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

EVIDENCE-BASED CLIENT EXPERIENCE

Develop qualitative and quantitative measures that demonstrate the impact of Montessori on loneliness and behaviours experienced by residents and tenants.

Director of
Operations

SYSTEMS (INTERNAL PROCESSES)

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

EVIDENCE-BASED CLIENT EXPERIENCE

Develop and implement a structured and digitized/electronic purchasing and procurement system to enhance supervisory authority within a framework of strong financial prudence.

Director of
Finance
and
Director of
Operations

LEARNING AND GROWTH





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

HUMAN RESOURCES DEVELOPMENT

Identify and implement key systems and processes that will positively impact employee retention, thereby ensuring the greatest continuity of direct care and service to residents and tenants.

Director of
Finance
and
Director of
Operations

LEGEND:

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