

Radiant Care

2021-2022 Business Plan / Balanced Scorecard

FINANCIAL		LEAD	J	J	A	S	O	N	D	J	F	M	A	M
EVIDENCE-BASED CLIENT EXPERIENCE														
Create a robust data set from which reports can be drawn upon to derive benchmarks and enhance business acumen	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														
Complete the accreditation process so Radiant Care will be officially recognized for the exemplary service we provide	Director of Finances and Director of Operations													
SYSTEMS (INTERNAL PROCESSES)		LEAD	J	J	A	S	O	N	D	J	F	M	A	M
HUMAN RESOURCES DEVELOPMENT														
Develop a marketing plan that focuses on attracting appropriate and qualified employees to Radiant Care	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														
Equip our employees to manage customer relations	Director of Finances and Director of Operations													

LEGEND:

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