

Radiant Care

2022-2023 Business Plan / Balanced Scorecard

FINANCIAL

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

AFFIRMING AND APPRECIATIVE WORKPLACES

Develop a set of financial benchmarks and data points related to departmental staff schedules, to analyze and review with managers and supervisors, on a regular basis, thereby increasing knowledge of labour cost, allocation and efficiency.

Director of
Finance
and CEO

CUSTOMER SERVICE

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

VIBRANT COMMUNITIES

Identify efficiencies and improvements in all departments that will enhance customer service and enhance the client experience.

Director of
Finance
and CEO

SYSTEMS (INTERNAL PROCESSES)

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

AFFIRMING AND APPRECIATIVE WORKPLACES

Standardize and document departmental and operational processes, (e.g., Standard Operating Procedures), between sites.

Director of
Finance
and CEO

LEARNING AND GROWTH





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

AFFIRMING AND APPRECIATIVE WORKPLACES

Equip and assist our employees to demonstrate our mission in our roles and relationships with residents, tenants and staff.

Director of
Finance
and CEO

LEGEND:

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