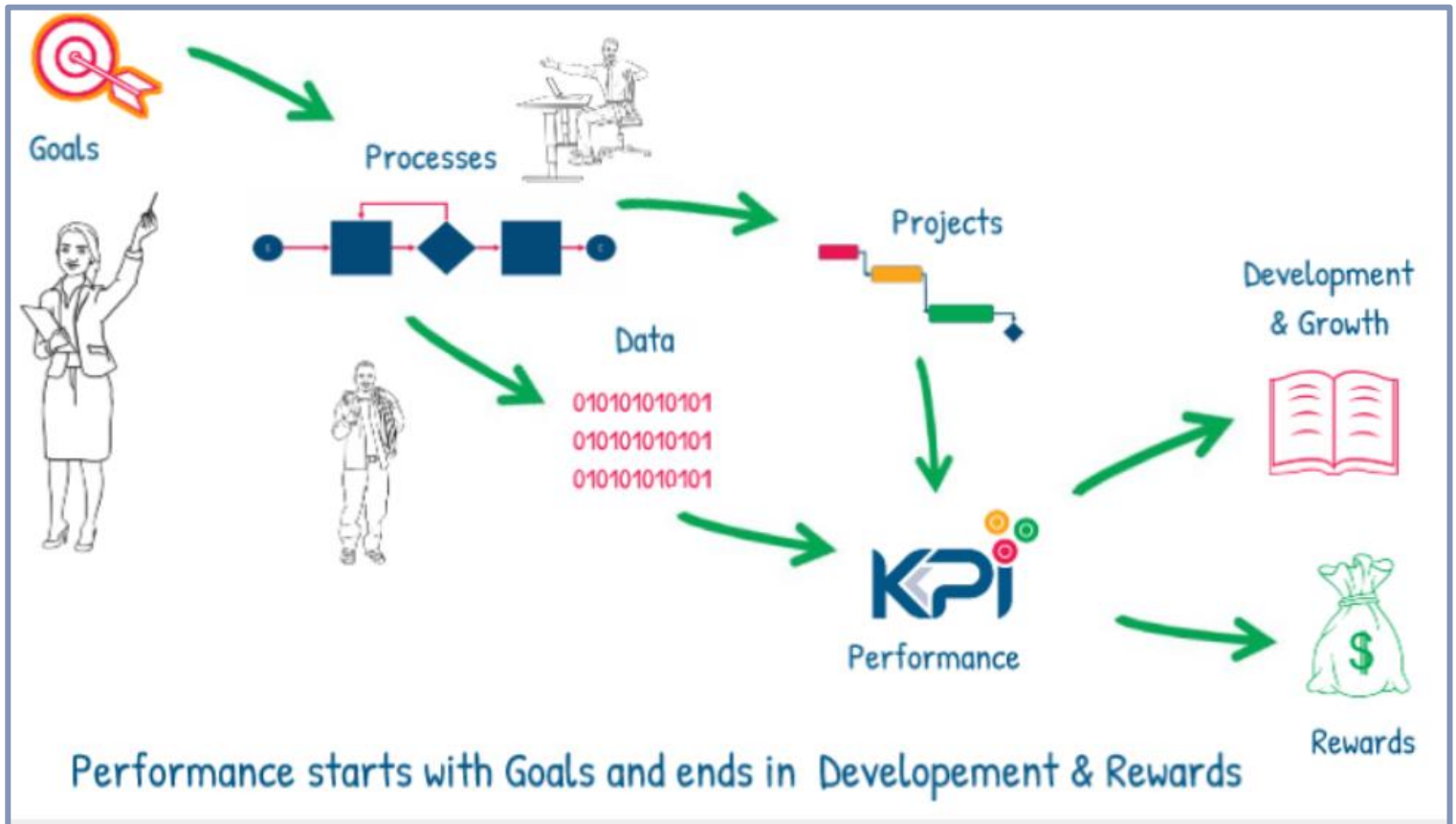




An Overview of Performance

Lesson Workbook & Notes



Notes

Actions




An Overview of Performance

Lesson Workbook & Notes

What



Comments & Explanations



Why

How



Standards & Targets




Actions

KPIs	KPIs	Targets	Score	Rating	Trend	Comments/Notes
Overview						
Customer Satisfaction	% Net Promoter Score	82% 85% 88% 90%	72%	●	↘	Review Customer Feedback
Output						
Customer	% New Acquisitions	90% 92% 94% 95%	85%	●	↗	Engage with Customer Service
Product	% SLA	70% 80% 85% 90%	81%	●	↘	Improve SLA Commitment
Process	% of Time On Schedule	85% 90% 94% 96%	98%	●	↗	Review Process Assignments
Conversion						
Customer Service	First Response Time	120 130 140 150	200	●	↘	Reduce Customer Service Time
Support Capabilities						
Employee	Attendance	80 85 90 92	75	●	↘	Improve Attendance

Performance Contract / Scorecard

When



Where



Who



Notes


Actions




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Standards & Targets




Actions


KPIs	KPIs	Targets	Score	Rating	Trend	Comments/Notes
Overview						
Customer Satisfaction	% Net Promoter Score	82% 85% 88% 90%	72%	●	↘	Review Customer Feedback
Output						
Customer	% On-Time Delivery	95% 96% 97% 98%	90%	●	↗	Improve On-Time Delivery
Product	% SLA	70% 80% 85% 90%	85%	●	↘	Review SLA Levels
Process	% of Time Available	80% 85% 90% 95%	95%	●	↗	Monitor Time Allocation
Conversion						
Customer Service	First Response	100 100 100 100	75%	●	↘	Monitor Customer Satisfaction
Support Capabilities						
Product	Availability	99 99 99 99	95%	●	↘	Review Product Availability

Performance Contract / Scorecard


When



Where



Who



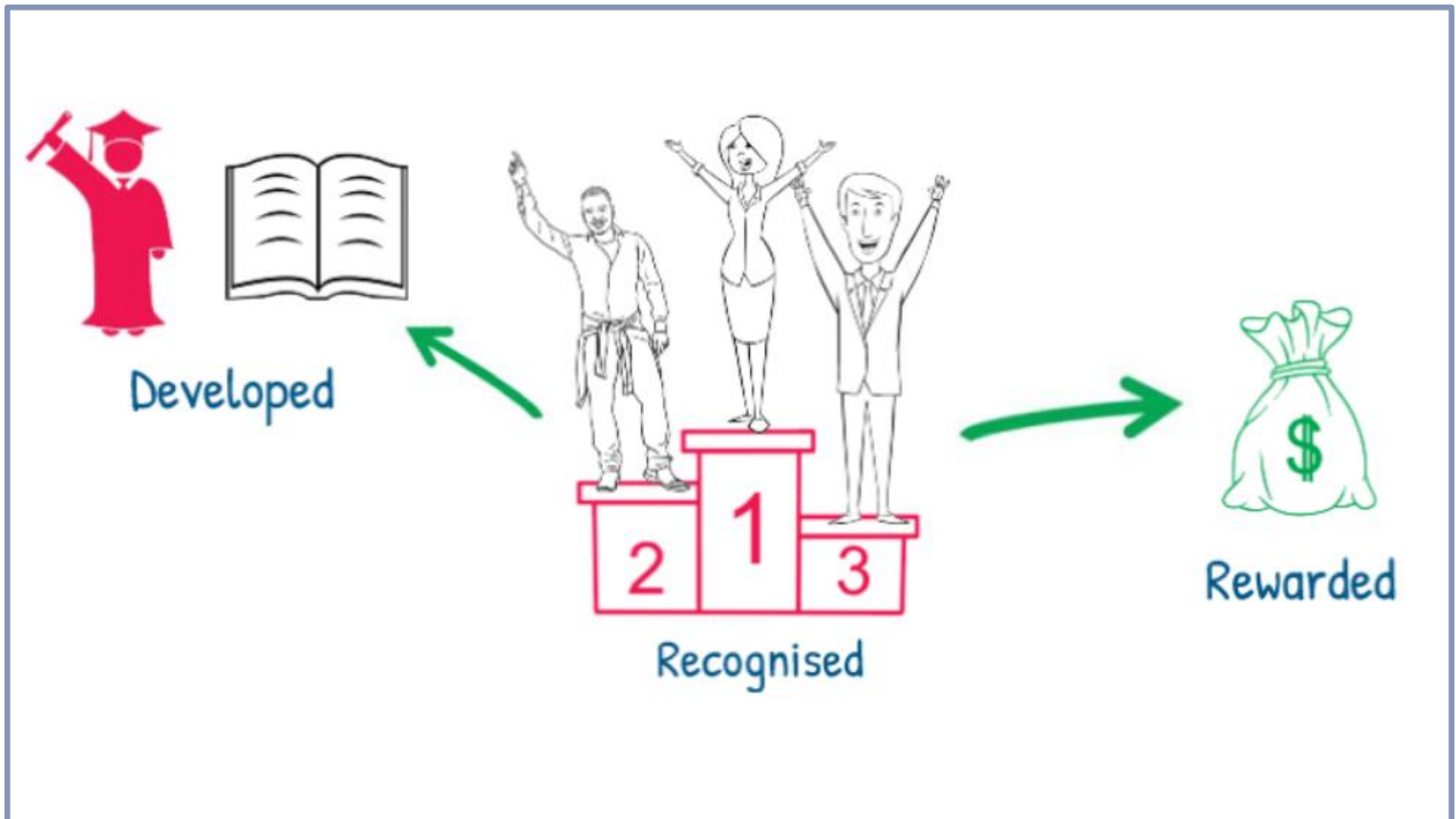
Notes

Actions



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Notes

Actions



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Lesson Workbook & Notes

Success is Fun and Addictive



Notes

Actions
