The First 10 Actions to Take

#1
- Be Positive
- Encourage Others to be Positive
- Hire Positive People

#2
Identify the 3 to 5 most desired contributions by staff (positive attitude, productivity, seniority, customer compliments, creativity, etc.); then monitor staff contributions monthly or quarterly.

1.
2.
3.
4.
5.

#3
Review 3 months of recent staff contribution performance reports; then identify 3 to 5 candidates for leadership development:

1.
2.
3.
4.
5.

#4
Improve upon or create your organization's mission statement using the following guidelines:

- 12 Words or Less
- Action Verbs
- Words/Phrases Unique to Your Organization
- Inspiring Purpose

Our organization's mission statement is:

... Mean it! Live it!

#5

What 5 to 7 measures would provide the most helpful insight each month? Areas of focus might include:

- Profit Per Product
- Time to Produce/Respond
- Error %
- Infrastructure Costs

- Comparative Measures
- Highly Repetitive Processes
- High Resource Use Processes
- Customer Compliments/Complaints

1.
2.
3.
4.
5.
6.
7.

#6

Identify, prioritize, and monitor implementation of Opportunities For Improvement (OFI's), considering factors such as:

- Backlogs
- Complaints
- High Resource Use
- High Volume Functions
- Un-used Resources*
  * Human, Material, Technology

- Errors
- Delays
- Duplication
- Near Future Challenges
- Poor Comparative Measures

Current Priority	Project Sponsor	Project Description	Status
1.			
2.			
3.			
4.			
5.			

#7 Solicitation of staff recommendations for organizational improvement, considering factors such as:

- Backlogs
- Complaints
- High Resource Use
- High Volume Functions
- Un-used Resources*

    Human, Material, Technology

- Errors
- Delays
- Duplication
- Near Future Challenges
- Poor Comparative Measures

Identify, Prioritize and Monitor Implementation of Opportunities for Improvement (OFI's).

Current Priority	Project Sponsor	Project Description	Status
1.			
2.			
3.			
4.			
5.			

Staff, thank you very much for contributing your recommendations for how to improve our organization!

#8 Identify Opportunities for Improvement (OFI's) in your organization's cooperation with these support departments (How could they better contribute to your Mission):

Audit: _____

Budget: _____

Human Resources: _____

Information Technology: _____

Legal: _____

Purchasing: _____

#9 Prioritize the 3 most beneficial improvements that can be made to existing resources:

1.
2.
3.

#10

Prioritize the 3 most beneficial improvements that can be made by adding new resources:

1.
2.
3.

What are the organization's 3 to 5 most important required relationships:

1.
2.
3.
4.
5.

What are the organization's 3 most beneficial desired relationships:

1.
2.
3.

Considering areas of relationship challenge (Delays, Duplication, Passing the Buck, Misconnects, Bottle-necks, Human Obstructions) as well as areas of strength (Opportunities for mutual benefit, Human Heroes); prioritize relationship opportunities for improvement (OFI):

Challenges / Strengths	Opportunities for Improvement (OFI)
1.	
2.	
3.	
4.	
5.	