# **CEO Scorecard**

## Mission

Create Chicago's largest independent handyman company.

#### Vision

Take the worry and economic hardship out of homeownership

Values Alignment/Leadership Scorecard	J	F	M	Α	М	J	J	Α	S	0	N_I
u actively promote a culture of quality, customer satisfaction and performance excellence											
	A	t	X	$\mathcal{X}$	x	$\varkappa$	x	x	$\varkappa$	x	E !
	C										
ou actively coach/mentor your employees to embrace best practices											
	1		$ \mathcal{X} $				x	x	x	x	x
	C										
ou and your employees meet weekly to report progress and hold each other accountable											
										x	x
Process teams are actively standardizing their work-activities											
	A	X	x	x	$\mathcal{X}$	x		x		x	x
	C										
Employees are actively using the switchboard to report their ideas for improving your company											
, , , , , , , , , , , , , , , , , , , ,	1	1	,		$\boldsymbol{x}$	$\varkappa$	x	x	x	x	x
	C	C			C	C	C	C	C	C	0
imployees are actively managing and participating in improvement initiatives.											
	1				V		V		r		V
	C	.]			C		C		C		C

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You created Continual Learning Plans for every employee					ع	e e	ľ	e c	r r	r L
Your business is becoming a meritocracy									K	Ľ
You actively promote job sharing and cross training								e C		
You are actively eliminating current or potential bottlenecks	Ł	x	x <sub>C</sub>	$v_{c}$	r r	; <sub>K</sub>				
Your business is transforming into a flat, frontline, employee driven company								e c	e e	- x
You are eliminating dependence on specific employees performing specific work								e c		- x
You are creating generations of leaders									e x	- x
You hire at the bottom and promote to the top									- C	<u> </u>
Your business is sustainable, scalable and saleable									v v	v
										Č

Strategic Themes (Our goal is to improve quality, customer satisfaction and prepare for growth.)

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

Systematize, standardize and continually improve all processes.	Ľ	æ	Ľ	Ľ	æ	Ł	z z	æ	Ľ

## **Process Standardization Recap**

#### **Improvement Projects Recap**

# **Communication Switchboard Recap**

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Bank Reconciliation	Install, test and migrate data to new accounting	
	program.	afraid to come to our office when it snows.
Approve/Input Vendor Invoices	Standardization Project	New competitor is offering lower prices and cold
		calling many of our key customers.
Prepare Invoices	Employee Coaching Deployment Project	Only attend Trade Shows were we have at least
		\$10,000 in pre-sales. This will help ensure the
		meeting can provide an ROI. We attend about
		five Shows a year without covering our costs.
Write/Post Weekly Blog Article	Reorganize regulatory filing system	
Daily Deposits		
Update/Place Specials Ad in Local News		
Plan and Host Online Seminar		
Conduct Sales Meeting		

## **Prime Path**

0	Breakthrough Tool	Gant Chart																		
1	Your steadfast commitment																			
2	CEO Scorecard																			
3	Business Model Map																			
4	Employee Survey and Analysis																			
5	Employee Coaching Worksheet																			
6	Process Team Worksheet																			
7	Communication Switchboard																			
8	Team Accountability Meeting																			
9	Value Proposition Analysis																			

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