

Strategic Growth Management for Small Business Alignment Inside and Out

LEADERSHIP
(Strategy, structure
and goals for profit)
What's important to
compete in the
future?

OPERATIONS
(Superior products,
services and
processes)
What needs to
improve?



American Business Concepts

CUSTOMER
(Find, keep and
grow customers)
What's Important
to our Customers?

WORKFORCE
(Culture to attract and
keep the best people)
What keeps our staff
motivated and
focused?

Shared Vision.

ALWAYS IMPROVING
ORGANIZATION
LEADERSHIP
CUSTOMERS
OPERATIONS
WORKFORCE

Vision:
*Working together to provide the best
customer service and quality
products, at a competitive price
for a Profit*



April 25, 2008

American Business Concepts
IMA Lead Right. PPT

2

Eggercise Debrief

- ✓ What went Well?
- ✓ What were the weaknesses?
- ✓ What do we need to do:
 - ✓ More of?
 - ✓ Better?
 - ✓ Differently?
- ✓ Could we pass it on to another team?
- ✓ How can we apply this to our jobs?

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**Would you drive your auto, boat or airplane
without any instruments?**



Auto Dashboard



Boat Dashboard

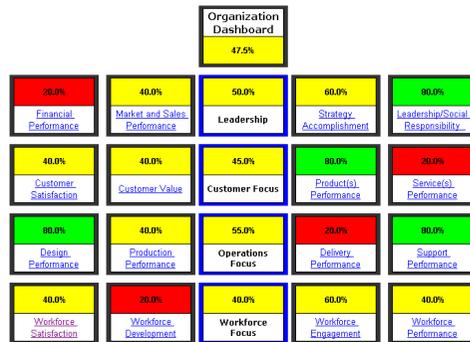


Airplane Dashboard

**Then why drive your company without
an Organization Dashboard?**

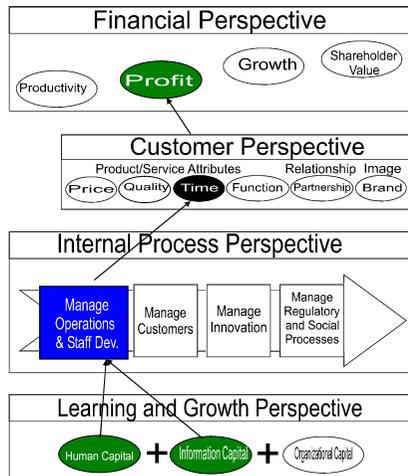
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ACI-Xray Organization Dashboard



Dashboard links to Assessment

Date of Assessment: 5-Jan-08	
6	<p>In the cell to the right, input (1, 2, 3, 4 or 5) in response to the question. 5 = to a very great extent 4 = to a great extent 3 = to a moderate extent 2 = to a small extent 1 = to a very small extent or not at all</p> <p>6. To what extent does the workforce performance management system, including feedback to workforce, support high performance work and a customer and organization results focus?</p>
ANALYSIS	<p>Input analysis here</p> <p>If rating is less than 5, write brief analysis of current performance that supports your rating.</p> <p>Our workers are mainly focused on their personal lives and getting paid.</p>
PROBABLE CAUSE:	<p>Input probable cause here</p> <p>If rating is less than 5, write brief analysis of probable root cause of current performance assessment.</p> <p>We have no system for ensuring high performance and customer focus.</p>
ACTION PLAN	<p>Input action plan here</p> <p>If rating is less than 5, write brief description of who does what to get rating up to a "5" level. If necessary provide reference to more detailed action plan.</p> <p>Work with the nearest SBDC Counselor to setup a performance-based rewards system</p>
RESPONSIBILITY	<p>Input responsibility here</p> <p>If rating is less than 5, assign people to improve this business results area.</p> <p>John Wayne will visit SBDC</p>
TARGET DATE FOR COMPLETION	20-July-2007
PROGRESS TO DATE (% Complete)	
FORECAST FINISH DATE	



Leadership Team
PROFITABILITY

Customer Team
CUSTOMER SATISFACTION

Operations Team
PRODUCTIVITY

Work Force Team
RETENTION

Traditional Functional Organization With Competing Departments

