

Company:

1. The executive team is healthy and aligned.

- Team members understand each other's differences, priorities, and styles
- The team meets frequently (weekly is best) for strategic thinking.
- The team participates in ongoing executive education (monthly recommended).
- The team is able to engage in constructive debates and all members feel comfortable participating.

2. Everyone is aligned with the #1 thing that needs to be accomplished this quarter to move the company forward.

- The Critical Number is identified to move the company ahead this quarter.
- 3-5 Priorities that support the Critical Number are identified and ranked for the quarter
- A Quarterly Theme and Celebration/Reward are announced to all employees that bring the Critical Number to life
- Quarterly Theme/Critical Number posted throughout the company and employees are aware of the progress each week

3. Communication rhythm is established and information moves through organization accurately and quickly.

- All employees are in a daily huddle that lasts less than 15 minutes.
- All teams have a weekly meeting.
- The executive and middle managers meet for a day of learning, resolving big issues, and DNA transfer each month.
- Quarterly and annually, the executive and middle managers meet offsite to work on the 4 Decisions.

4. Every facet of the organization has a person assigned with accountability for ensuring goals are met.

- The Function Accountability Chart (FACe) is completed (right people, doing the right things, right).
- Financial statements have a person assigned to each line item.
- Each of the 4-9 processes on the Process Accountability Chart (PACe) has someone that is accountable for them.
- Each 3-5 year Key Thrust/Capability has a corresponding expert on the Advisory Board if internal expertise doesn't exist.

5. Ongoing employee input is collected to identify obstacles and opportunities.

- Employee input about obstacles and opportunities is being collected weekly.
- A mid-management team is accountable for the process of closing the loop on all obstacles and opportunities.
- All executives (and middle managers) have a Start/Stop/Keep conversation with at least one employee weekly.
- The insights from employee conversations are shared at the weekly executive team meeting.

6. Reporting and analysis of Customer Feedback data is as frequent and accurate as financial data.

- All employees are involved in collecting customer data
- A mid-management team is accountable for the process of closing the loop on all customer feedback.
- All executives (and middle managers) have a 4Q conversation with at least one end user weekly
- The insights from customer conversations are shared at the weekly executive team meeting.

7. Core Values and Purpose are "alive" in the organization.

- Core Values are discovered, Purpose is articulated, and both are known by all employees.
- All executives and middle managers refer back to the Core Values and Purpose when giving praise or reprimands.
- HR processes and activities align with the Core Values and Purpose (hiring, orientation, appraisal, recognition, etc.).
- Actions are identified and implemented each quarter to strengthen the Core Values and Purpose in the organization.

8. Employees can accurately articulate the following key components of the company's strategy:

- Big Hairy Audacious Goal (BHAG) - Progress is tracked and visible.
- Core Customer(s) - Their profile in 25 words or less.
- 3 Brand Promises - And the corresponding Brand Promise KPIs reported on weekly.
- Elevator Pitch - A compelling response to the question "What does your company do?"

9. All employees can answer quantitatively whether they had a good day or week.

- 1 or 2 Key Performance Indicators (KPIs) are reported on weekly for each role/person.
- Each employee has 1 Critical Number that aligns with the company's Critical Number for the quarter (clear line of sight).
- Each individual/team has 3-5 Priorities/Rocks that align with those of the company.
- All executives and middle managers have a coach (or peer coach) holding them accountable to behavior changes.

10. The company's plans and performance are visible to everyone.

- A "situation room" is established for weekly meetings (physical or virtual).
- Core Values, Purpose and Priorities are posted throughout the company.
- Scoreboards are up everywhere displaying current progress on KPIs and Critical Numbers.
- There is a system in place for tracking and managing the cascading Priorities and KPIs.