

9-Step Strategic Planning and Performance Management Model™

Implementing Strategies Through People™

Aligning People, Implementing Strategies, and Measuring Performance

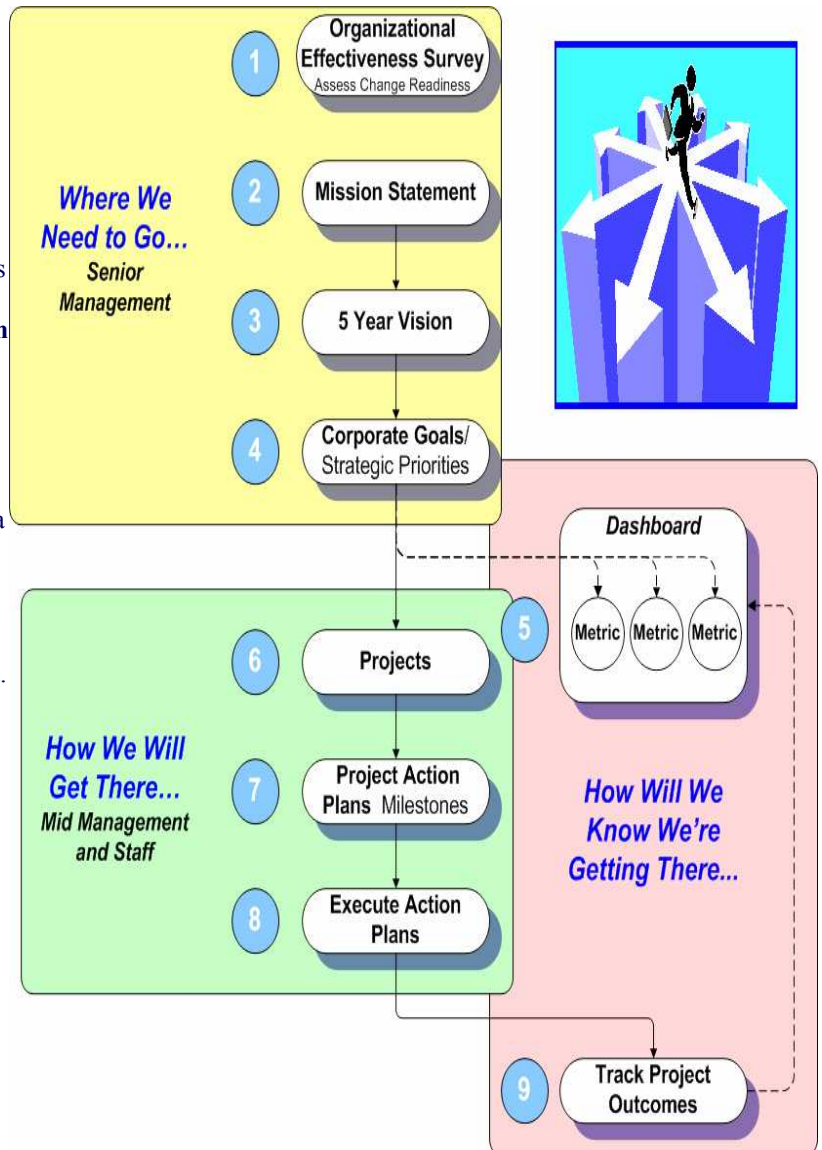
The 9-Step Strategic Planning and Performance Management Model assists companies in clarifying mission statements and organizational direction, as well as **executing tactical strategies**, and **managing outcome performance**.

The strategic plan (**steps 2-5**) and tactical implementation (**steps 6-9**) can be implemented throughout the organization to the specific team or individual at the beginning or end of the process. This deployment of key business areas throughout the company is called **Implementing Strategies Through People**, by levels and links. It ensures a **participative process** that aligns people, implements strategies, and continually monitors performance to ensure organizational efficiency and effectiveness.

The Organizational Effectiveness Survey (**step 1**) is a web-based and paper and pencil employee satisfaction and change readiness measurement tool that tells management what people think about the company and their work. It includes an intervention plan and performance metrics to monitor progress improvement.

Most companies already have some data driven top level measures (**step 5**) that are reviewed by management. Often these are financial in nature, while other areas need to be monitored that relate to key business areas driving the company. The monitoring process needs to include quantitative data and time of completion driven metrics for customer focus, operational excellence use of technology and employee learning and growth.

Results include improving the bottom line, decreasing unnecessary variation and waste, increasing quality and lowering costs.

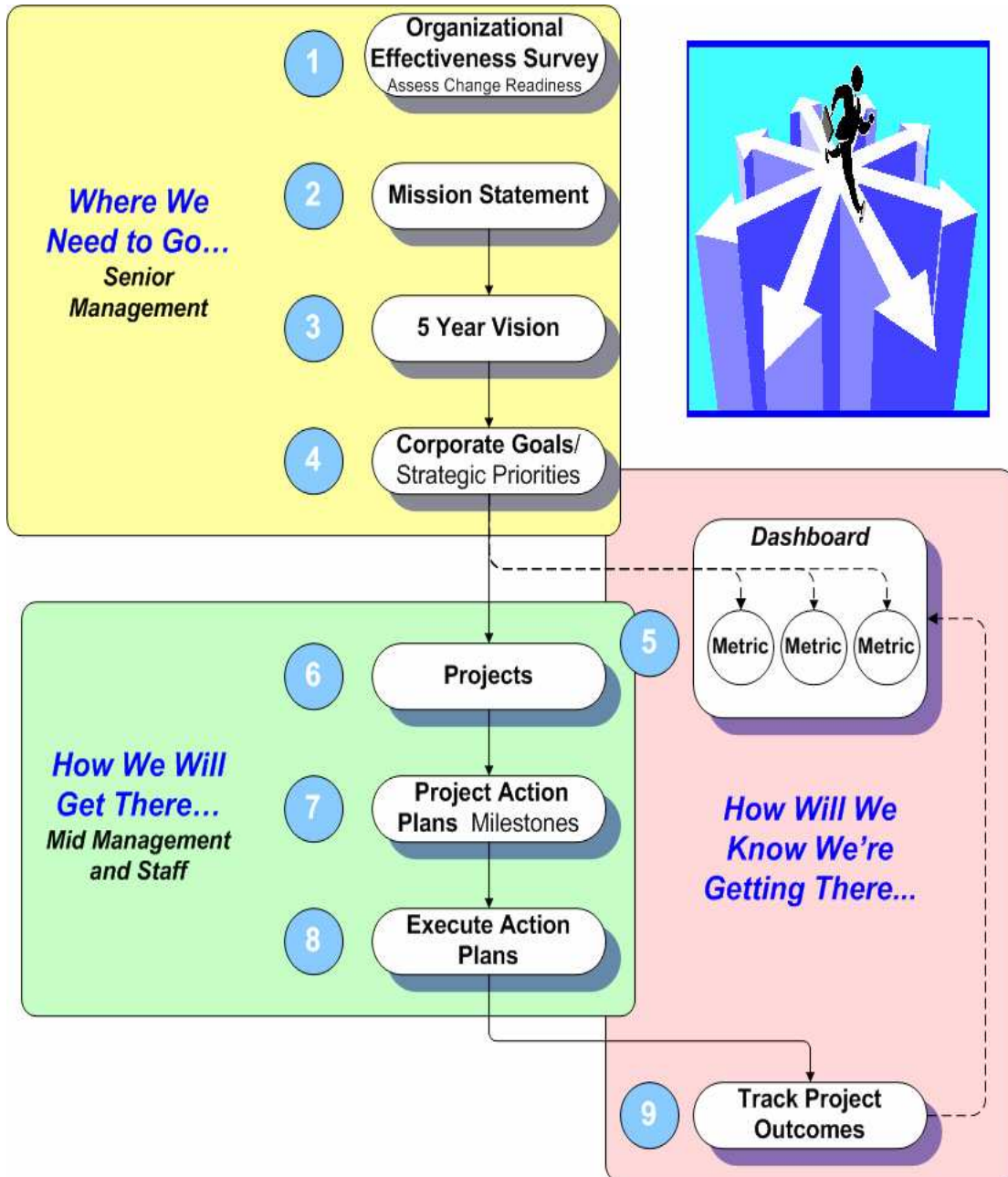


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