



Get focused, stay focused

Analyze your Culture Worksheet

Drive Organizational Performance with Superior Levels of Service

Develop a Vision: *(Outline your objectives)*

Outline the Customer Wants and Needs How can you improve the current standard	Define the Objective To meet or exceed the objective, providers will be SMART (Specific, Measurable, Achievable, Reliable and Timely).		Metrics Tracking and measuring the tangible and intangible.	
What does the customer want or need :	Action Items:	How / When/ What will the output look like?	Measuring Source:	Measurement: <i>(How will you know when this is attained)</i>

Create Customer-Focused Work Practice *(Course of Action):*

The work practice you use to meet the customer needs and exceed customer expectation:

What do your customers **SAY** or **DO** that indicates that this work practice is not as efficient customer focused as it could be?

Why is this process not as customer focused as it could be?

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| <input type="checkbox"/> Internal needs are a higher priority than customer needs. | <input type="checkbox"/> There is excessive downtime. |
| <input type="checkbox"/> Steps are inflexible, lengthy & don't give customers choices. | <input type="checkbox"/> Steps are redundant an ineffective |
| <input type="checkbox"/> Handoffs cause miscommunication & errors. | <input type="checkbox"/> Bottlenecks (Manager-Process) slow things down. |
| <input type="checkbox"/> Performance barriers: (how do you eliminate, see below) | |

Examples: lack of Incentives, required skills, limited access to tools or technology, & Organizational structure operates in silos)

OTHER: