

**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 (Rocks) 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.**

- 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.
- Employee input about obstacles and opportunities is being collected weekly.
- A mid-management team is responsible for the process of closing the loop on all obstacles and opportunities.

**6. Reporting and analysis of customer feedback data is as frequent and accurate as financial data.**

- 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.
- All employees are involved in collecting customer data.
- A mid-management team is responsible for the process of closing the loop on all customer feedback.

**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 articulate the following key components of the company's strategy accurately.**

- 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 (column 7 of the one-Page Strategic Plan).**

- 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 Quarterly 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.