

Three Key Areas –

- Yourself
- Your Customers
- Your Staff

Measure more often

Process

- Measure
- Discuss
- TAKE ACTION
- Re Measure

Self

1. Are you leadership ready?
2. Are you refilling the vessel?
3. What is your productivity like?
4. Where is your long term goal?

Customers

- Ave spend per visit
- Rate of revisit
- Clicks, visits, contacts
- Queries to sales

Your staff

- Office Feel
- Absenteeism
- Productivity