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| --- | --- | --- | --- | --- | --- |
|  | Financial Growth | Customer Delight | Innovation | Productivity | GPTW |
| Strategic Deployment Initiatives | * Improve financial heath | * Existing Customer Development * New Customer Development | * Create New Products * Create New Services * Enhance Existing Services * Enhance Existing products | * Continuous Improvement | * Community Outreach * Culture of Growth |
| Targets | * AR/AP * Backlog * Bank Covenants * Cash flow * Cash on Hand * EBIT * EBITDA * Gain Sharing * Gross Margin * Line of Credit * Past Due Collections * Profit * Revenue | * Calls * Complaints * Compliments * Key Account Health Check * Leads * Net Promoter Score * On Time Delivery * Opportunities * Proposal Turn Around Time * Quotes * Return Turn Around Time * Returns | * New products * New services * R&D spend * Secure launch customers * Status review | * 5S Score * Continuous Improvement * First Pass Yield * Inventory Turns * Inventory Value * Kaizen Events * Lead Times * Quality System Review * Return Material Authorization Review * Revenue Per Employee * Revenue Per Square Foot * Rework * Scrap * Supplier Non Conformities * Supplier On Time Delivery * Supplier Rating | * Cascading of message * Culture pulse check * Employee Morale * Employee SAT Score * Employee Turnover Status * Fundraising * Safety Program Status * Training program status * Use of Tools |



Sample Strategic Deployment Initiatives (SDIs) and Targets

for the Single-Page Plan