|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | 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