## Pleasant Manor and Tabor Manor 2017/2018 Business Plan

## Balanced Scorecard – Pleasant Manor and Tabor Manor

| FINANCIAL | LEAD | J | J | A | S | O | N | D | J | F | M | A | M |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **RELATIONAL EXCELLENCE AND CULTURAL PRESERVATION** | | | | | | | | | | | | | |
| 1. Fully staff 100% of funded shifts by May 31, 2018. | | | | | | | | | | | | | |
| **CUSTOMER SERVICE** | **LEAD** | **J** | **J** | **A** | **S** | **O** | **N** | **D** | **J** | **F** | **M** | **A** | **M** |
| **RELATIONAL EXCELLENCE AND CULTURAL PRESERVATION** | | | | | | | | | | | | | |
| 1. Create a culture supporting Relational excellence by increasing our employee rating for "Praise people for a job well done" by 10% by January 15, 2018. | | | | | | | | | | | | | |
| **SYSTEMS (INTERNAL PROCESSES)** | **LEAD** | **J** | **J** | **A** | **S** | **O** | **N** | **D** | **J** | **F** | **M** | **A** | **M** |
| **RELATIONAL EXCELLENCE AND CULTURAL PRESERVATION** | | | | | | | | | | | | | |
| 1. Instill a culture of synergistic teamwork through the creation of a competitive recruitment process to ensure all lines are filled within 60 days of being vacated, by September 30, 2017. | | | | | | | | | | | | | |
| **LEARNING AND GROWTH** | **LEAD** | **J** | **J** | **A** | **S** | **O** | **N** | **D** | **J** | **F** | **M** | **A** | **M** |
| **RELATIONAL EXCELLENCE AND CULTURAL PRESERVATION** | | | | | | | | | | | | | |
| 1. Integrate Relational Excellence and core-values into the onboarding process to create a relational foundation with the objective to increase employee retention rate by 5% by April 30, 2018. | | | | | | | | | | | | | |

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|---|---|---|
| | ADVANCING AS PLANNED | |
| | CHALLENGES | |
| | NOT CURRENTLY ACTIVE | |
| | COMPLETE | |