

# CEO Scorecard

## Mission

*Create Chicago's largest independent handyman company.*

## Vision

*Take the worry and economic hardship out of homeownership*

## Values Alignment/Leadership Scorecard

|  | J | F | M | A | M | J | J | A | S | O | N | D |
|--|---|---|---|---|---|---|---|---|---|---|---|---|
| <b>You actively promote a culture of quality, customer satisfaction and performance excellence</b>   | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| <b>You actively coach/mentor your employees to embrace best practices</b>                            | ✓ |   | ✓ |   |   |   |   | ✓ | ✓ | ✓ | ✓ | ✓ |
| <b>You and your employees meet weekly to report progress and hold each other accountable</b>         |   |   |   |   |   |   |   |   |   |   | ✓ | ✓ |
| <b>Process teams are actively standardizing their work-activities</b>                                | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |   | ✓ |   |   | ✓ | ✓ |
| <b>Employees are actively using the switchboard to report their ideas for improving your company</b> | ✓ | ✓ |   |   |   | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ | ✓ |
| <b>Employees are actively managing and participating in improvement initiatives.</b>                 | ✓ |   |   |   |   | ✓ |   | ✓ |   | ✓ |   | ✓ |



