



How Effective are my Current Plans

| Strategic Plan | Yes | No | Unsure |
|--|--------------------------|--------------------------|--------------------------|
| Does your vision statement describe what you want to become as a business and what you want your customers to experience from your service? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have a well-articulated strategy that you want to achieve in terms of your customer? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have a well-articulated strategy for improving your business processes? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have a well-articulated strategy that will lead to innovation and growth? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have a well-articulated strategy that will support you to achieve financially? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do your values adequately describe the fundamental principles and beliefs that will guide the behaviour of the people in your business? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Does your plan contain an assessment your external competitive and business climate? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Does your SWOT analysis adequately identify your internal strengths and weakness and identify your external opportunities and threats? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Business Plan | Yes | No | Unsure |
| Does your mission statement describe what needs to be done internally in the company and externally with customers to achieve your vision statement? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have performance measures in place to measure customer satisfaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have performance measures in place to measure customer expectations? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have performance measures in place to measure service quality? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have performance measures that provide insight into internal business processes which affect the business' ability to perform and the bottom line? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have performance measures that measure productivity? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have performance measures that measure employee satisfaction? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have performance measures that measure cost of goods sold? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have in place performance measures that provide insight into your business' level of innovation? Such as technology leadership, manufacturing learning, product focus and time to market? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have in place performance measures that assess whether you are meeting operational and financial targets? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do you have in place performance measures that provide insight into your business' level of financial performance such as supply costs, and employee paid hours. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Do your performance measures flow from the organisational level down to the individual level? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Does your risk management plan have in place adequate strategies to minimise risk and make the most of opportunities? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Does your marketing plan describe your product offering, market segment strategies, marketing communication and advertising strategy, and sales support? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Does your sales plan describe your territory strategies, key account management programs, sales goals and personnel development requirements? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Does your financial plan describe your sales, revenues, costs, operating expenses, capital requirements and key operating assumptions? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Have you established reporting and monitoring processes that give you up-to-date information on progress towards targets? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |