



Excellence In A Box

**Fred Alsup
Mark Levine
Doug Smith**

Welcome!

Congratulations on graduating from Achieving Excellence

What is your next Performance Challenge?

Questions for brief discussion

As you approach your next Performance Challenge,

what are your greatest hopes?

what are your greatest fears?

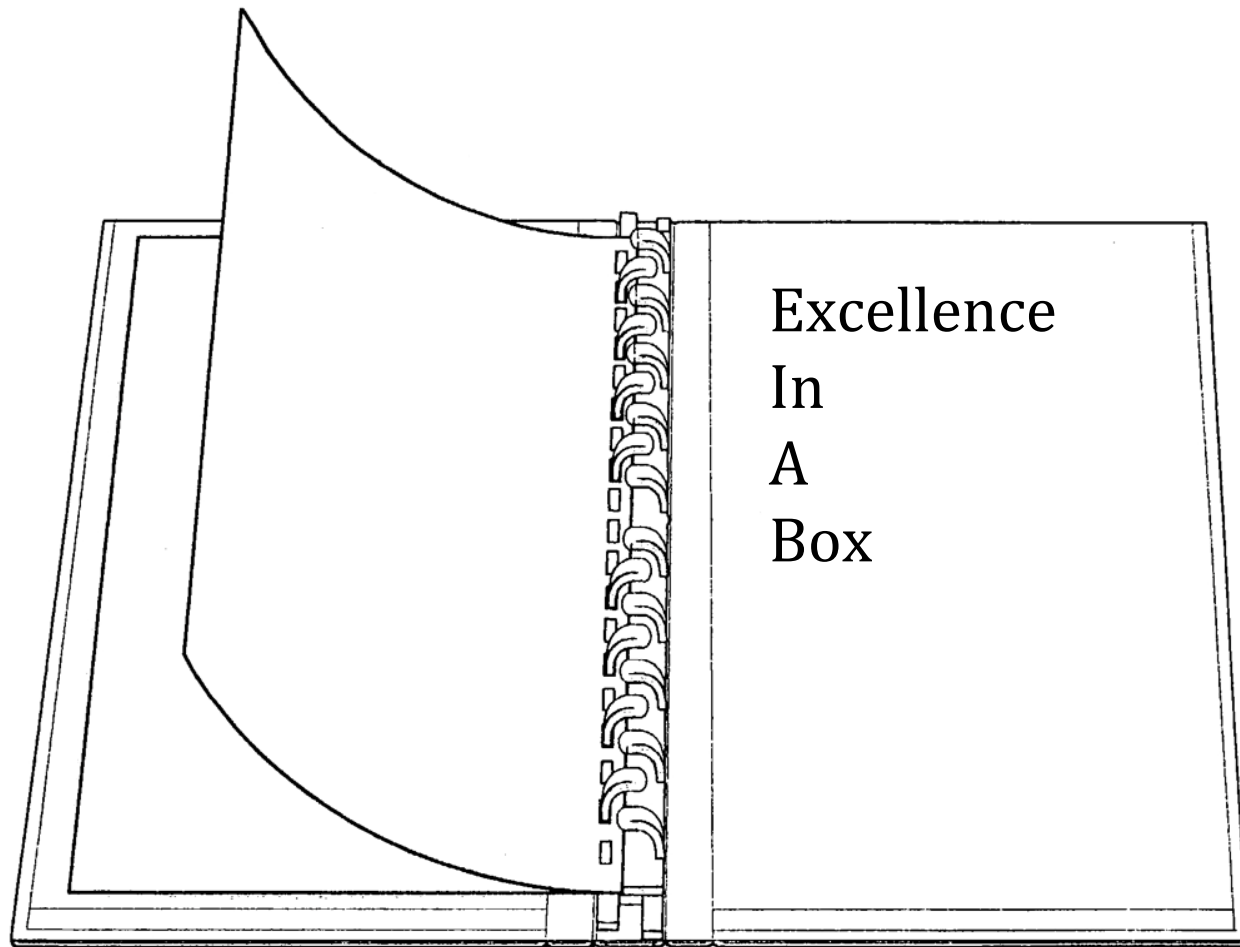
Excellence In A Box is an approach designed to
guide you through the entire process of:

Defining a Performance Challenge,

Engaging all who need to be part of achieving success,

and

Keeping track of your progress in a systematic way.



Let's see what is in the box...

Excellence In A Box includes...

Instruction Manual and Worksheets

Worksheets.xls [Read-Only]

New Open Save Print Import Copy Paste Format Undo Redo AutoSum Sort A-Z Sort Z-A Gallery

Sheets Charts SmartArt Graphics Word

1 **1. How would we know success with respect to:**
Building sustainable internal capacity in the core programmatic functions of housing development,
2 property management and community building.

3 **From the perspective of our people and our partners**
We have dramatically improved internal systems and staff trained to use them to move
projects through the pipeline 50% faster while meeting quality and financial indicators 100%
of the time.

We exceed by 10% all industry standards for property management services such as
turnaround time on repair orders, percent of vacancies and turnaround time on filling
vacancies, and rent collection.

Within 3 months we have the right people in the right seats on the bus to ramp up our
community building services and deliver these services using best practices and innovative
approaches.

Board members are more engaged in discussing "what matters most" for CHDCCR and
working with staff to craft solutions and the Board as a whole receives timely and accurate
reports on key indicators of CHDCCR's performance.
Partners receive call backs within one day 100% of the time.

4

5 **From the perspective of beneficiaries of our work**

Residents receive timely and high quality services from property management staff 90% of the
time

Waiting lists for our vacant units grow by 50% as more people seek to live in our communities

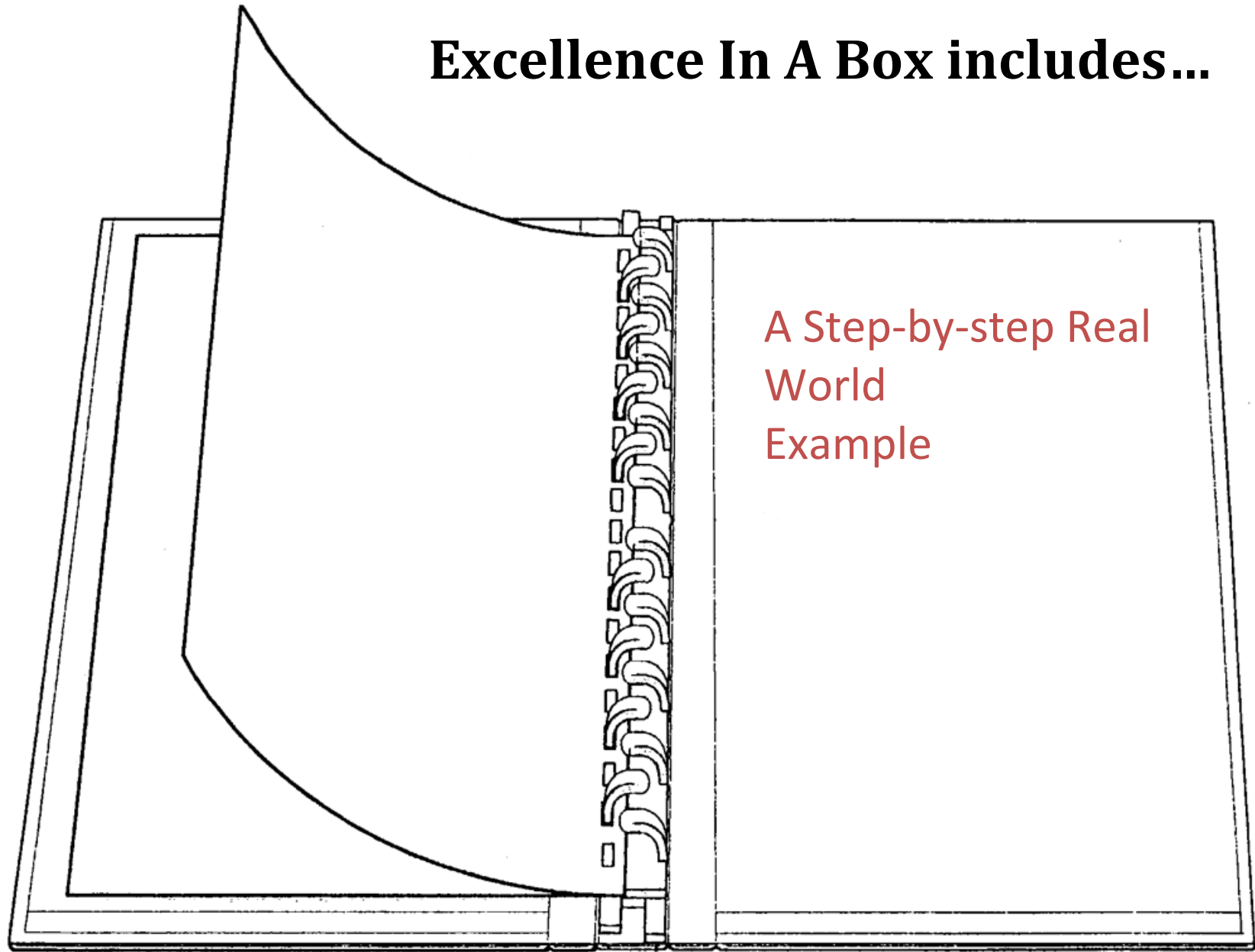
A "steering committee" of resident leaders, working in partnership with our expanded
community building staff evaluates new initiatives at an "A-" or better level within one year.

6 **From the perspective of funders**
Regular meetings with key funders result in consistent expressions of satisfaction with our
progress in meeting these challenges

WORKSHEET #2 HOWS WORKSHEETS #3 & #4 GOALS WORKSHEET #5 REALI

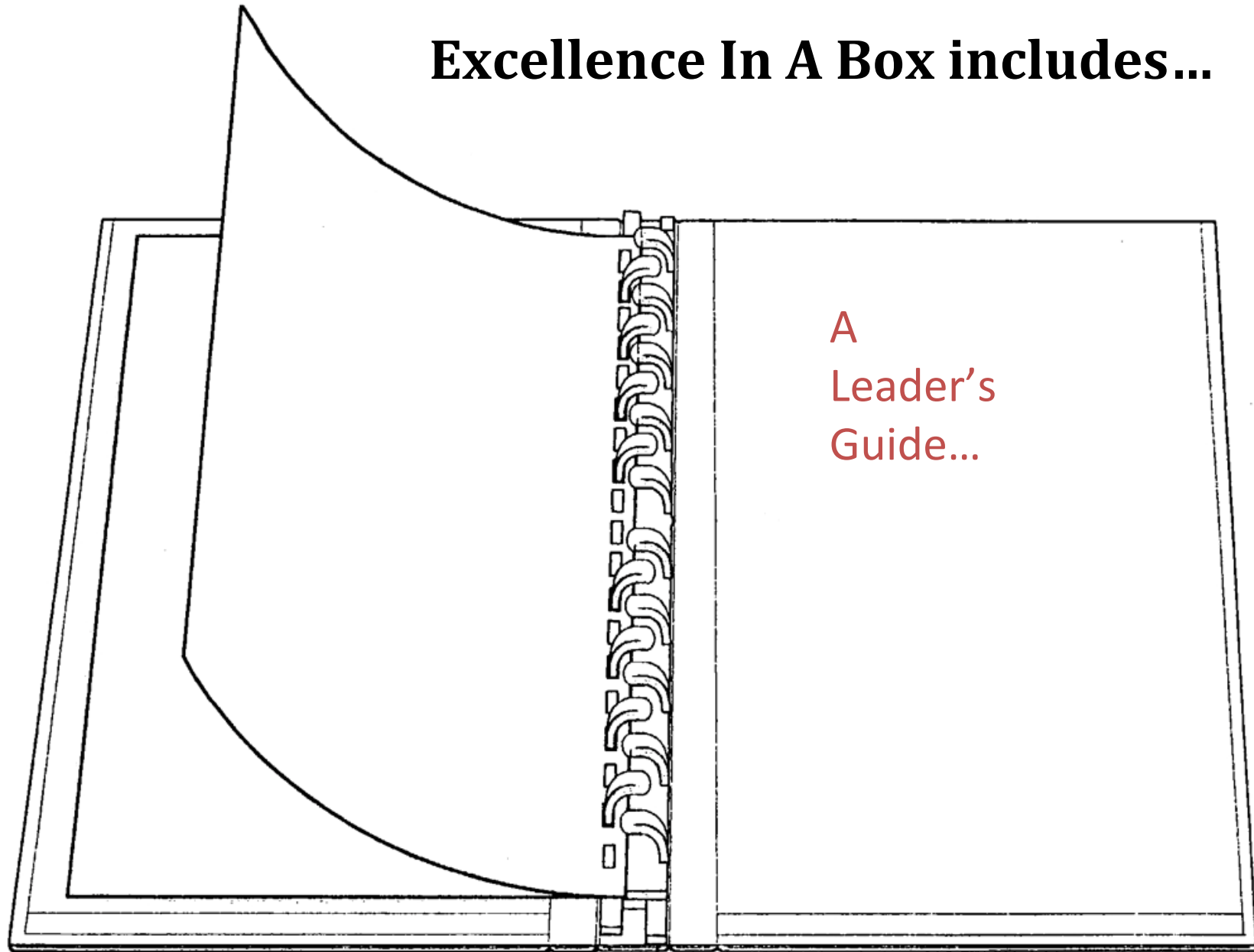
Normal View Ready

Excellence In A Box includes...



A Step-by-step Real
World
Example

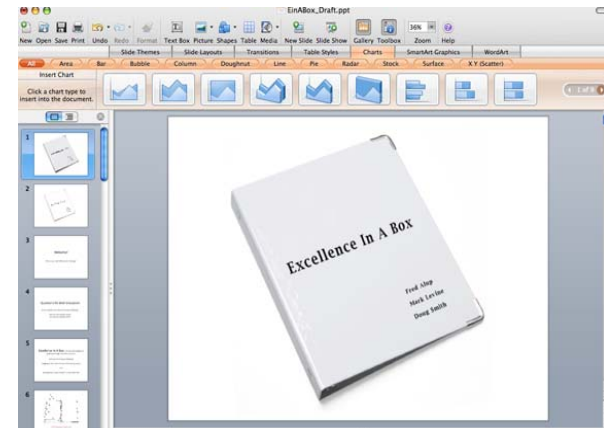
Excellence In A Box includes...



A
Leader's
Guide...

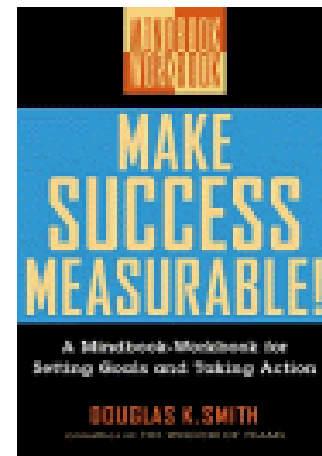
Excellence In A Box includes...

Excellence In A Box
PowerPoint
Presentation

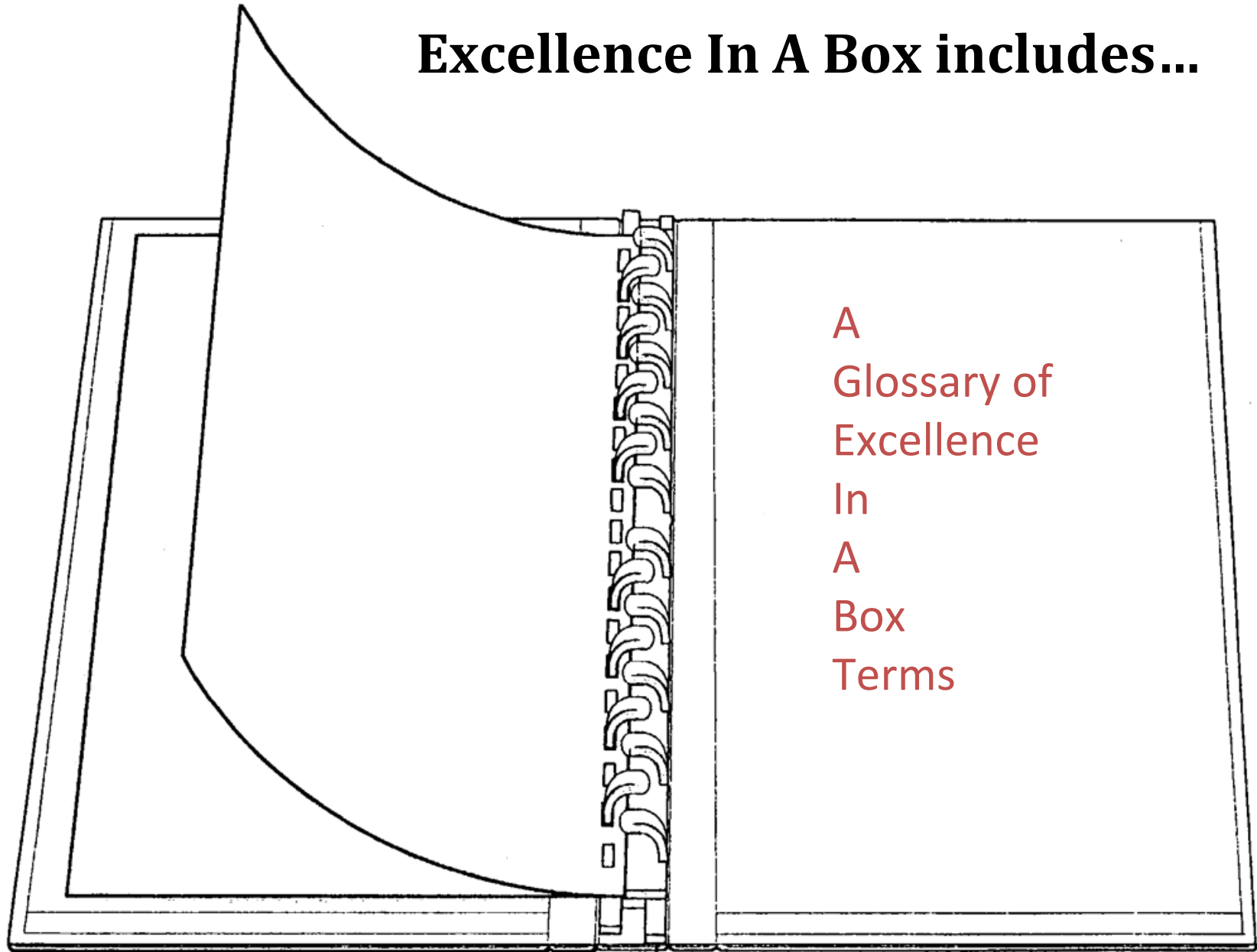


Excellence In A Box includes...

Make Success
Measureable!
by Douglas K. Smith

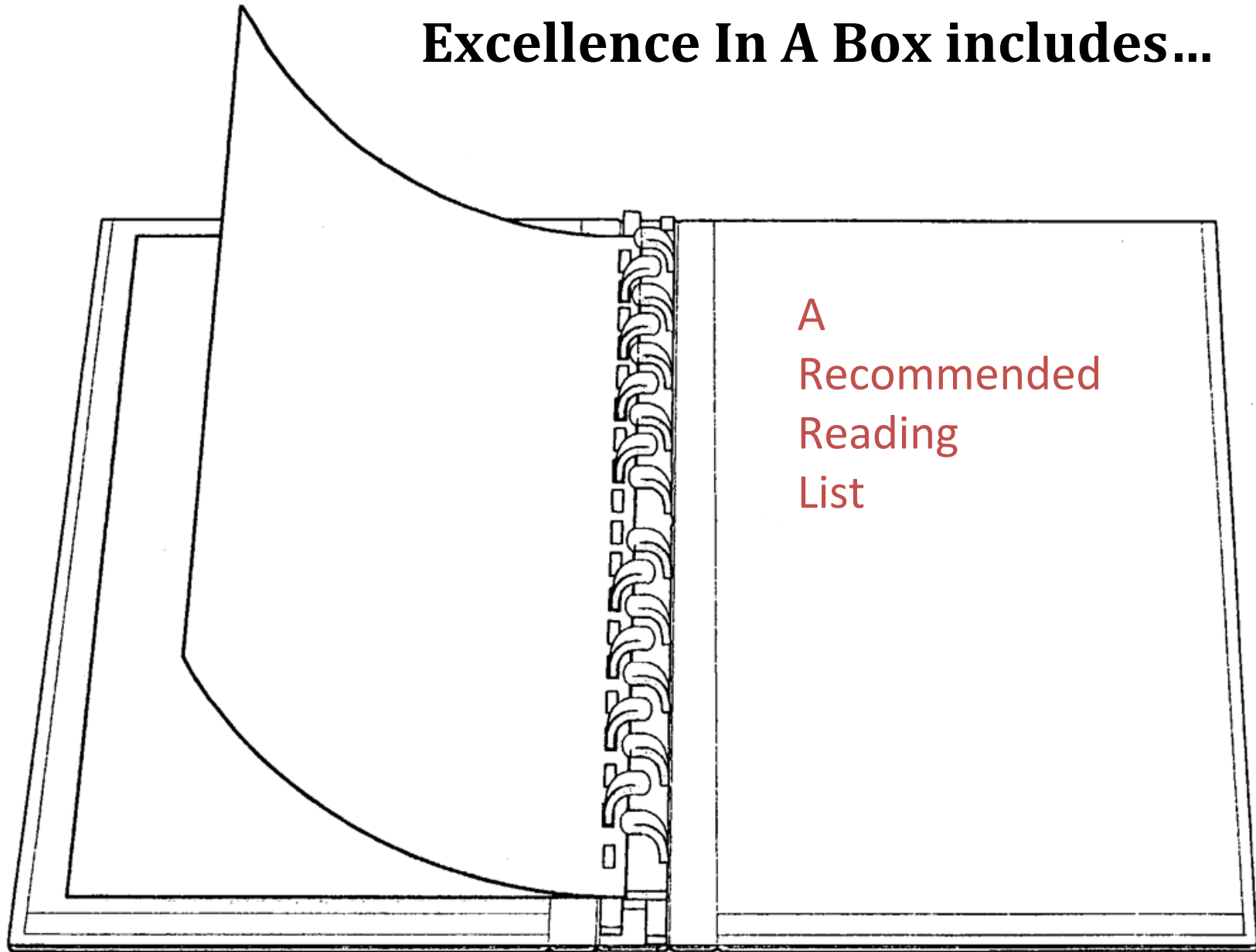


Excellence In A Box includes...



A
Glossary of
Excellence
In
A
Box
Terms

Excellence In A Box includes...



A
Recommended
Reading
List

Excellence In A Box includes...

Excellence Performance Scoreboard

Make Success Measurable!, Inc.		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1.2	Decision Making Cycle Time in days DS	1,185	11	10	9	8	8	7	7				
	Target	10	9	8	8	7	7	6	6	5	5	5	4
	Variance	-1,175	-2	-1	-1	0	-1	0	-1				
1.3	Percentage of employees redeployed from old to new products CB	4%	8%	10%	16%	17%	21%	22%	22%				
	Target	5%	10%	10%	15%	15%	20%	20%	25%	25%	30%	30%	35%
	Variance	-1%	-2%	0%	1%	2%	1%	2%	-3%				
1.4	Number of high profile employees from other divisions DS	2	3	3	7	7	9	12	13				
	Target	2	3	5	7	8	10	12	13	15			
	Variance	0	0	-2	0	-1	-1	0	0				
2.1	Number of new network computing products CB	0	1	1	1	2	2	2	2				
	Target	0	0	1	1	1	2	2	2	3	3	3	4
	Variance	0	1	0	0	1	0	0	0				
2.2	Number of positive press mentions about MFD DS	1	3	2	1	2	2	2	2				
	Target	2	2	2	2	2	2	2	2	2	2	2	2
	Variance	-1	1	0	-1	0	0	0	0				

“So, if something shows up in red it is the basis for a conversation about how do we get better results, and...”

Excel spreadsheet titled "Excellence Performance Scoreboard Feb 22 2008.xls" showing a performance dashboard with columns for months (Jan-Dec) and rows for various measures. The dashboard includes a "Column" dropdown menu and a "Performance Scorecard" tab.

Measure	Owner	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1.2 Decision Making Cycle Time in days	DS	1,185	11	10	9	8	8	7	7				
Target		10	9	8	8	7	7	6	6	5	5	4	
Variance		-1,175	-2	-1	-1	0	-1	0	-1				
1.3 Percentage of employees redeployed from old to new products	CB	4%	8%	10%	16%	17%	21%	22%	22%				
Target		5%	10%	10%	15%	15%	20%	20%	25%	25%	30%	30%	35%
Variance		-1%	-2%	0%	1%	2%	1%	2%	-3%				
1.4 Number of high profile employees from other divisions	DS	2	3	3	7	7	9	12	13				
Target		2	3	5	7	8	10	12	13	15			
Variance		0	0	-2	0	-1	-1	0	0				
2.1 Number of new network computing products	CB	0	1	1	1	2	2	2	2				
Target		0	0	1	1	1	2	2	2	3	3	3	4
Variance		0	1	0	0	1	0	0	0				
2.2 Number of positive press mentions about MFD	DS	1	3	2	1	2	2	2	2				
Target		2	2	2	2	2	2	2	2	2	2		
Variance		-1	1	0	-1	0	0	0	0				
Cumulative Variance		-1	0	0	-1	-1	-1	-1	-1	-1	-1	-1	-1
2.3 Number of major conference invitations received	CB	0	0	0	1	1	1	1	1				
Target		0	0	0	1	1	1	1	2	2	2	3	
Variance		0	0	0	0	0	0	0	-1				
3.1 Customer Satisfaction Level	DS	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Target		95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
Variance													
3.1 Number of employees shifted to new product development	CB	3	9	13	13	13	17	25	32				
Target		4	8	12	16	20	24	28	32	38	42	46	50
Variance		-1	1	1	-3	-7	-7	-3	0				
3.2 Amount of investment received for network computing technology in \$M	DS	1.9	3.3	5.7	8.0	10.1	11.5	13.2	16.7				
Target		2.0	4.0	6.0	8.0	10.0	12.0	15.0	17.0	19.0	21.0	23.0	25.0
Variance		-0.1	-0.7	-0.3	0.0	0.1	-0.5	-1.8	-0.3				
3.3 Number of new network computing products introduced	CB	0	1	1	1	1	1	1	2				
Target		0	0	1	1	1	2	2	2	3	3	3	4
Variance		0	1	0	0	0	-1	-1	0				
3.3 New network computing product #1 penetration of existing customer accounts	DS	0%	0%	0%	0%	2%	2%	3%	6%				
Target		0%	0%	1%	2%	3%	4%	5%	6%	7%	8%	9%	10%
Variance		0%	0%	-1%	-2%	-1%	-2%	-2%	0%				
4.1 Amount of private-label networks sold in \$M	CB	0.0	0.0	3.1	3.2	3.7	4.0	4.8	5.0				
Target		0.0	1.0	2.0	3.0	4.0	5.0	6.0	7.0	8.0	9.0	10.0	
Variance		0.0	-1.0	1.1	0.2	-0.3	-1.0	-1.2	-2.0				
4.2 Banking segment network computer purchases	DS	1	2	3	4	5	6	8	10				
Target		1	3	4	5	6	8	9	10	11	13	14	15
Variance		0	-1	-1	-1	-1	-2	-1	0				
4.2 Professional services segment network computer purchases	CB	0	0	2	4	6	7	10	10				
Target		1	3	4	5	6	8	9	10	11	13	14	15
Variance		-1	-3	-2	-1	0	-1	1	0				

“...if it shows in green its time to celebrate and see what lessons we can apply for even greater results.”

Our Certified Excellence In A Box Coaches

Fred Alsup
Charlie Baum
Susan Colson
Jackie Jordan-Davis

Margo Kelly
Joan Lancourt
Mark Levine

Our Value Proposition

Why are we offering Excellence In A Box?

We believe our product, with its performance-driven approach, will lead to dramatic improvements in performance, capacity and sense of accomplishment.

What others are saying...

...about the Excellence Performance Scoreboard, a key element of Excellence In A Box...

Bobby Calvillo, TX

Jeffrey E. Eaton, NY

Carolyn Wallace Ettlenger, FL

Linda Mandolini, CA

Kevin R. Smith, KY

“The Excellence Performance Scoreboard has helped me focus more on doing what I should be doing instead of looking over shoulders. It puts the responsibility of monitoring progress back on the employee. The scoreboard gives the employees an easy way to see if they are accomplishing their objectives as it relates to the organizational objectives. The Scoreboard takes the subjectivity out of performance evaluations and bonus allocations. Evaluating month end productivity reports takes only a couple of minutes but the results say a lot about how the employee performed or the challenges they faced in doing their jobs.”

Bobby Calvillo

Executive Director, Affordable Homes of South Texas, Inc.
McAllen, TX

“The Excellence Performance Scoreboard is an important tool that has helped us move strategically into the future. It removes the guess work about the health of our corporation by providing clear data in seconds from reports that are quick and easy to complete.”

Jeffrey E. Eaton

CEO, Arbor Development

Bath, NY

*“The Excellence Performance Scoreboard changed our organization in remarkable ways. **The production and quality went up immediately.** But it mattered in others ways too. Many members of the staff understood the business better than ever and there is no substitute for accountability which the scoreboard provides clearly and easily.”*

Carolyn Wallace Ettlinger

Executive Director, Housing Partnership of Northeast Florida
Jacksonville, FL

“The Excellence Performance Scoreboard has been an outstanding tool for moving Eden’s operations to the next level. The measurable success we’ve realized in a relatively short period of time has been rewarding for all of us. It has created a lot of momentum for continued improvement. And, although we have a long way to go towards meeting all of our goals, we are, because of the Excellence Performance Scoreboard and the results it has yielded so far, very optimistic about our ability to not only meet our benchmarks but exceed our own expectations.”

Linda Mandolini

Executive Director, Eden Housing
Haywood, CA

“CVC has used the “Excellence Performance Scoreboard” for three years now. Prior to adopting the scoreboard, CVC was achieving good growth but was quickly losing its focus and energy. Thanks to the scoreboard CVC has gained a laser-sharp focus on its mission and programs. Staff morale has soared because everyone knows exactly what is expected of them to achieve success and CVC’s board now has the information it needs to provide good policy oversight. If you are an ED looking for the nearest bridge – give this a try before you jump!”

Kevin R. Smith

President & CEO, Community Ventures Corporation
Lexington, KY

Enjoy your Box of Micro-Performance Challenges

Defining a
Performance
Challenge

Engaging all
who need to be
part of achieving
success



Keeping track of your progress in a systematic way

We Need Your Opinions...

Please complete the brief form

Initial reaction to the Excellence In A Box and thoughts about our value proposition?

How to reach Executive Directors who are not part of Achieving Excellence?

Thank you

If you would like a copy of this Excellence In A Box presentation, please contact Mark Levine:

ExcellenceInABox@gmail.com

Excellent Box of Micro-Performance Challenges and Presentation courtesy of
KIKUCHI+LIU