



**Presented by:
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Four Attributes of High-Performing Organizations

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PRESENTER



Mark Steranka
Director

OVERVIEW

- Business Challenges
- Attributes of High Performing Organizations



Business Challenges

CHALLENGES – DEMOGRAPHICS

	2015 Age Range	2020 Median	Total Count
Traditionalists	70-87	84	31 M
Baby Boomers	51-69	65	74 M
Generation X	35-50	48	66 M
Generation Y	15-34	30	86 M

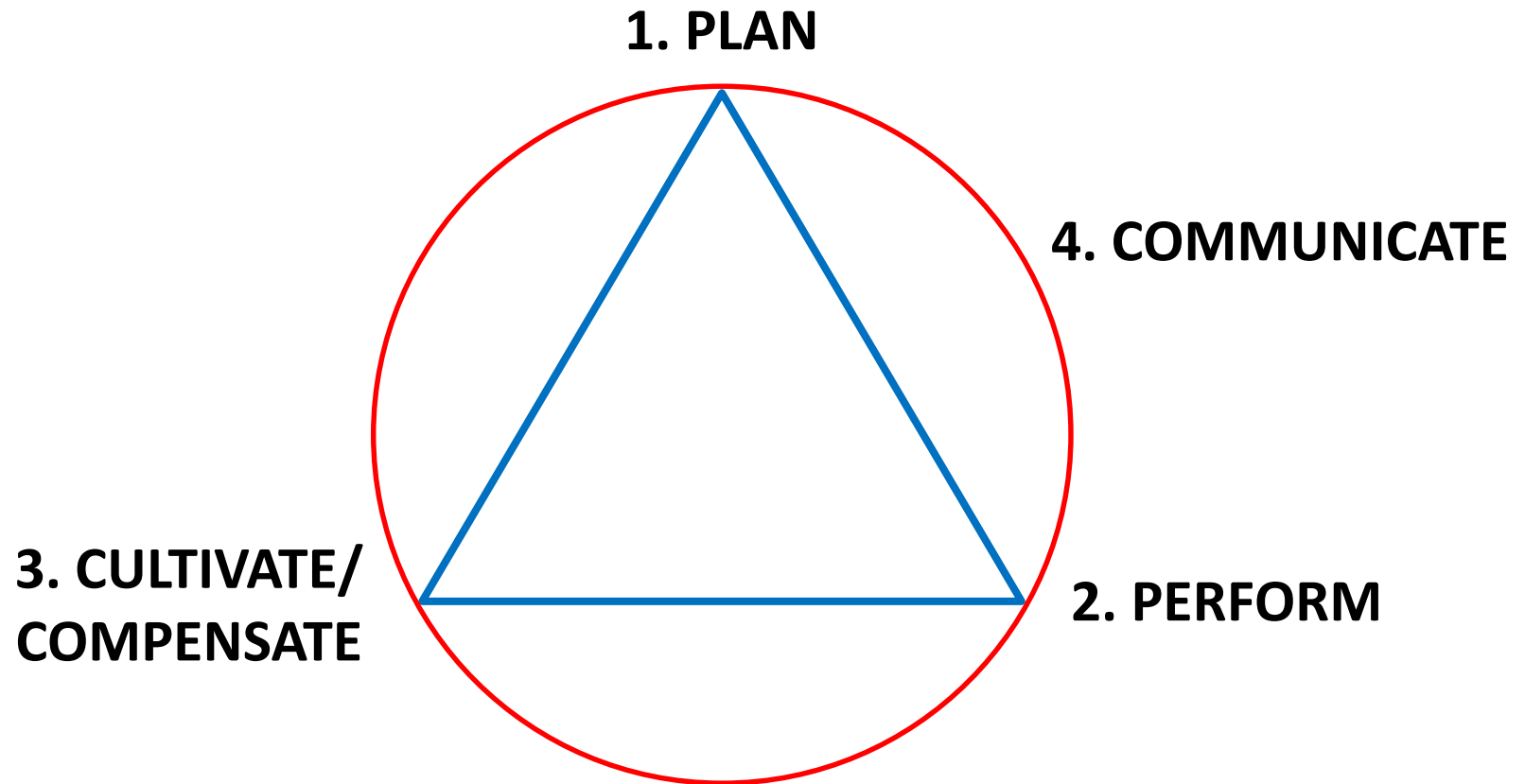
CHALLENGES – ENGAGEMENT

- Gallup poll and report (June 2013)
- Surveyed 151,000 workers 18+ years of age
- Determined level of employee engagement
- Results were 70% not fully engaged
 - 52% not engaged
 - 18% actively disengaged
- Associated productivity loss of \$450-550 billion per year



Attributes of High Performers

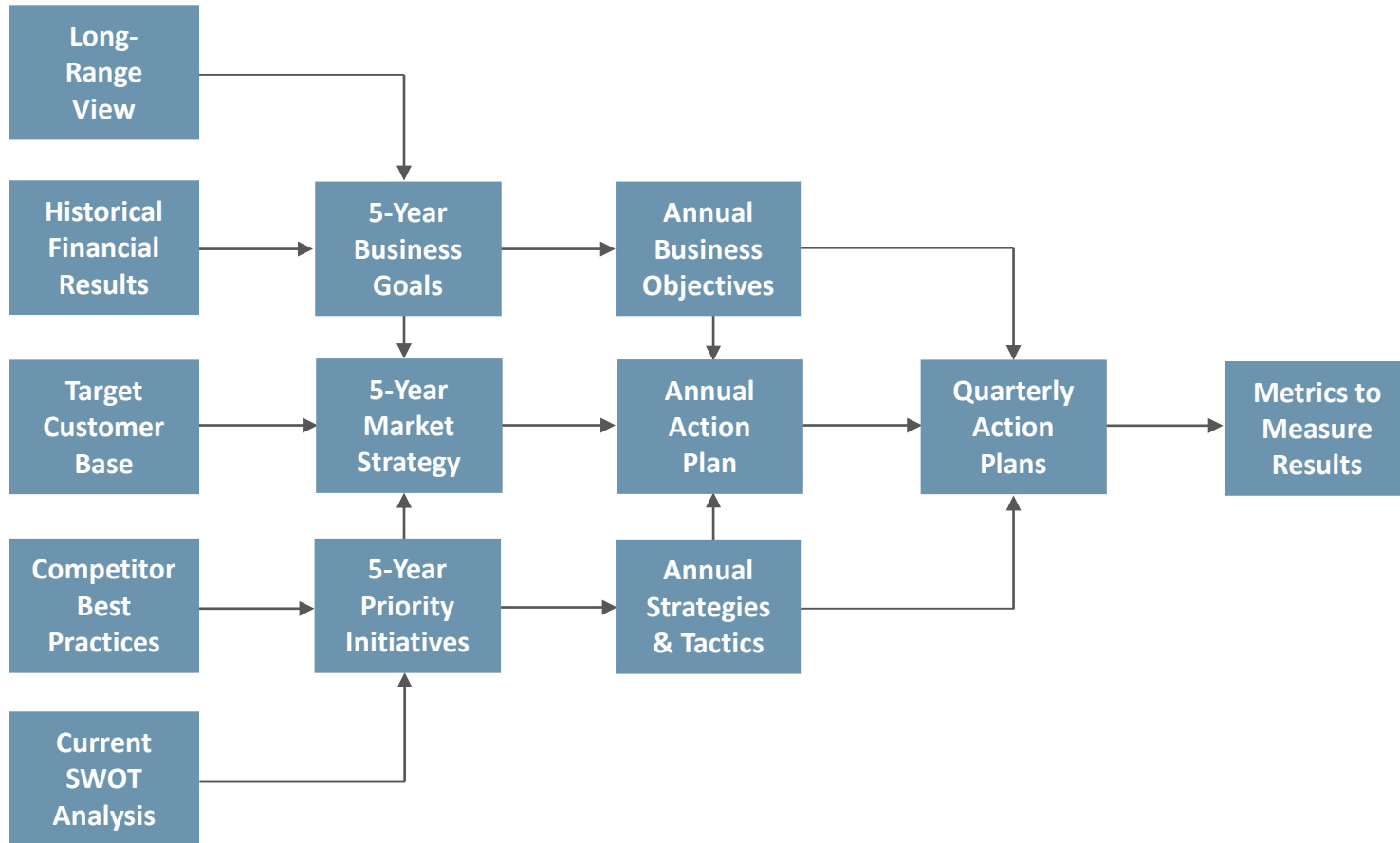
FOUR KEYS TO SUCCESS



1. PLANNING

- Develop comprehensive strategic plan
- Engage employees in process
- Use as management tool

1. PLANNING (CONTINUED)



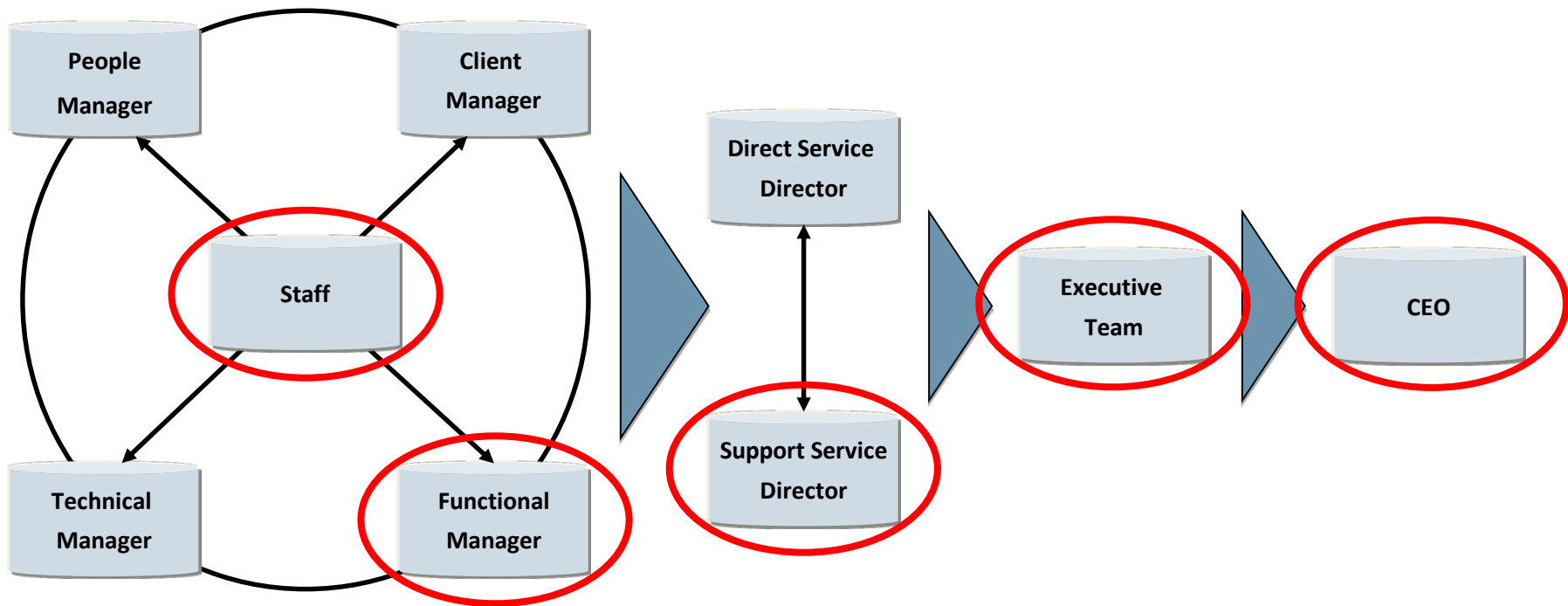
2. PERFORMING

- Enterprise Metrics
 - Strategic goals
- Department Metrics
 - Key direct and support service objectives
- Individual Metrics
 - Organization values and/or management by objectives

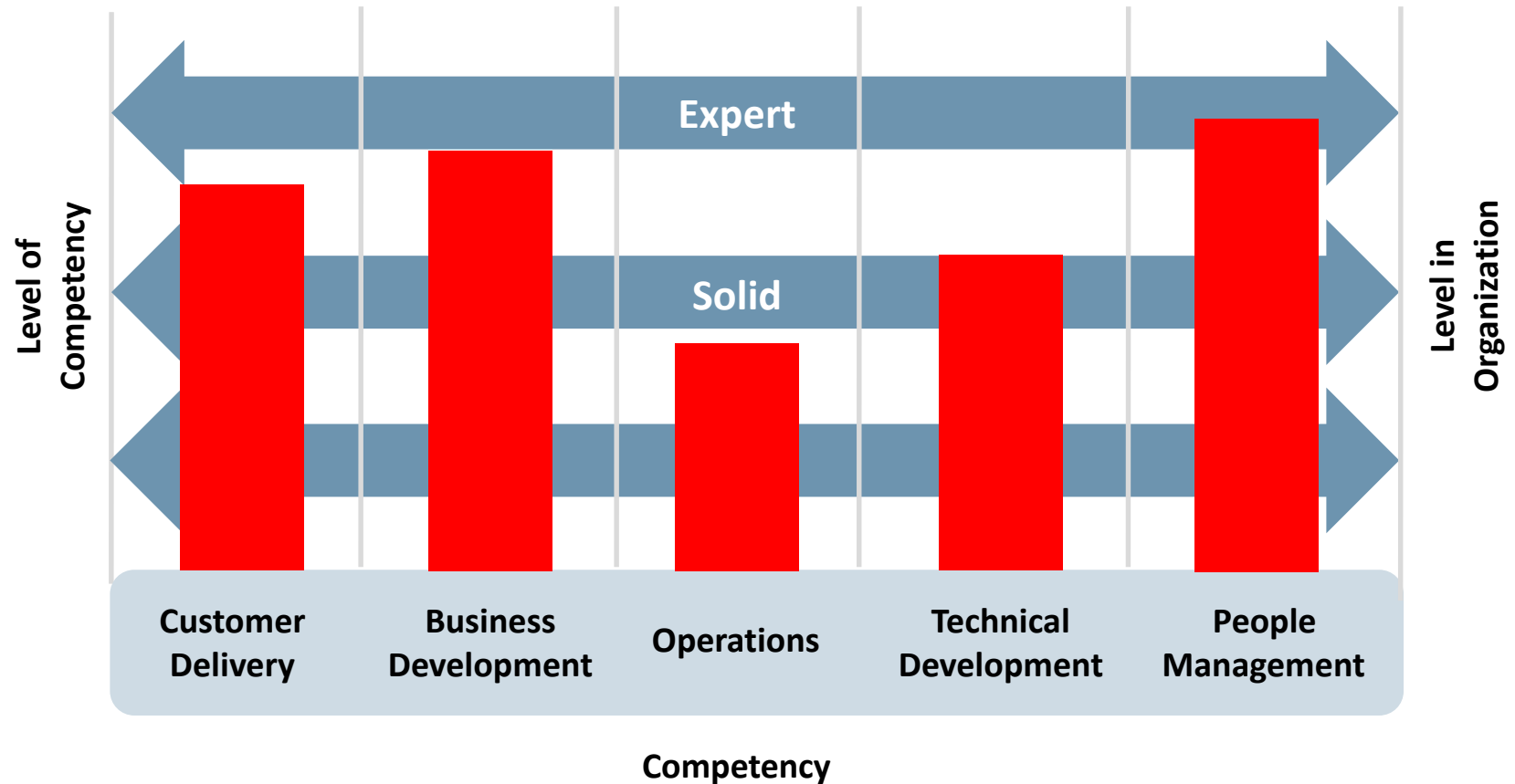
2. PERFORMING (CONTINUED)

Performance Metric	Target
Enterprise Performance <ul style="list-style-type: none">• Financial Requirement• Strategic Initiative	X X
Department Performance <ul style="list-style-type: none">• Sales• Marketing• Operations• Customer Service• Finance• Human Resources• Information Technology• Legal	X X X X X X X X
Individual Performance <ul style="list-style-type: none">• Core Values	X

3. CULTIVATING



3. CULTIVATING (CONTINUED)



3. COMPENSATING

- Performance-based compensation
 - Define a component of compensation tied to organization, department, and individual performance
 - Budget based on the achievement of pre-established performance criteria for 12-month period
 - Establish minimum enterprise performance required to qualify
 - Payout based on performance

3. COMPENSATING (CONTINUED)

Compensation		Performance			Annual
Component	Distribution	Company	Dept.	Individual	Max. Payout
1. Executive	X%	50%	25%	25%	\$
2. Management	Y%	25%	50%	25%	\$
3. Staff	Z%	25%	25%	50%	\$
Total					\$

4. COMMUNICATING

Meeting Rhythm:

- Annually strategic planning
- Quarterly strategic plan reporting and adjustments
- Monthly department performance reporting and adjustments
- Weekly team planning based on performance

4. COMMUNICATING (CONTINUED)

Performance Metric	Target	Actual	Status
Enterprise Performance			
• Financial Requirement	X	Y	● ● ●
• Strategic Initiative	X	Y	● ● ●
Department Performance			
• Sales	X	Y	● ● ●
• Marketing	X	Y	● ● ●
• Operations	X	Y	● ● ●
• Customer Service	X	Y	● ● ●
• Finance	X	Y	● ● ●
• Human Resources	X	Y	● ● ●
• Information Technology	X	Y	● ● ●
• Legal	X	Y	● ● ●
Individual Performance			
• Core Values	X	Y	● ● ●

CONTACT INFORMATION



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