

TEAM NAME

Team purpose in a sentence.

THE GAME

The objective is to KEY_RESULT_GOAL

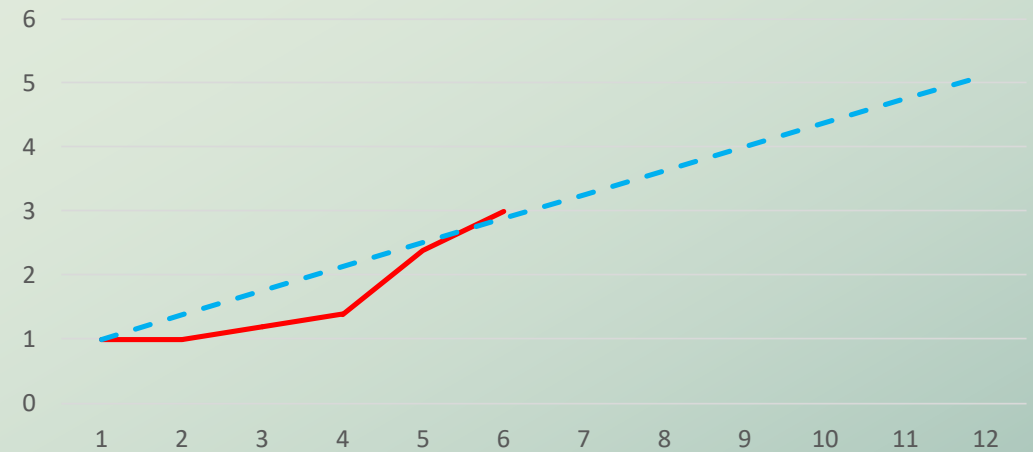
Each week we will:

- Lead measure 1 goal (individual focus)
- Lead measure 2 goal (team focus)

This will [HOW it adds value to our clients]

Make Work Better.
David White david@dgbwhite.com

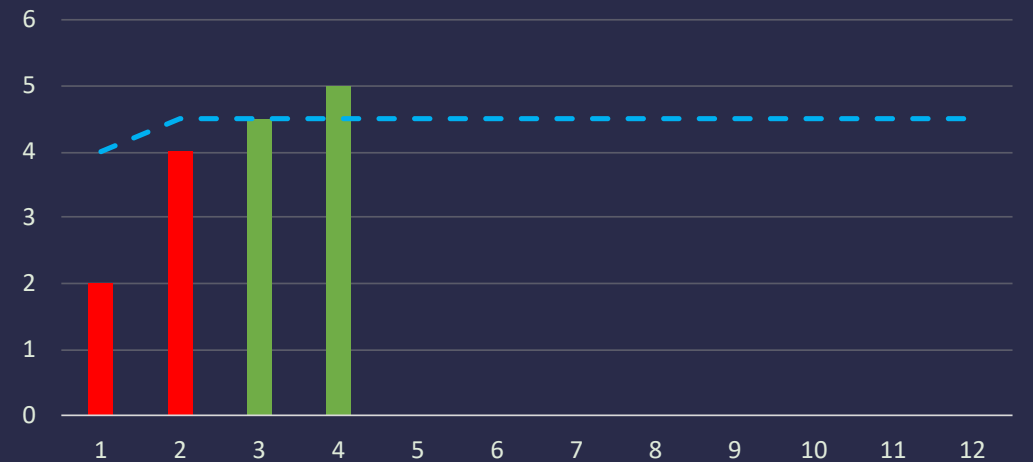
KEY RESULT. VERB NOUN from X to Y by WHEN



TEAM TRACKER. Do between X-Y things per week

Week	1	2	3	4	5	6	7	8	9	10	11	12	AVG
Person 1													
Person 2													
Person 3													
Totals													

TEAM SCORE. Do 3-6 things each week



INTRANET SUPPORT TEAM

We help RailCo staff publish & find internal information. Our vision is to have a reputation for excellent services and excellent service.

THE GAME

The objective is to increase user satisfaction by:

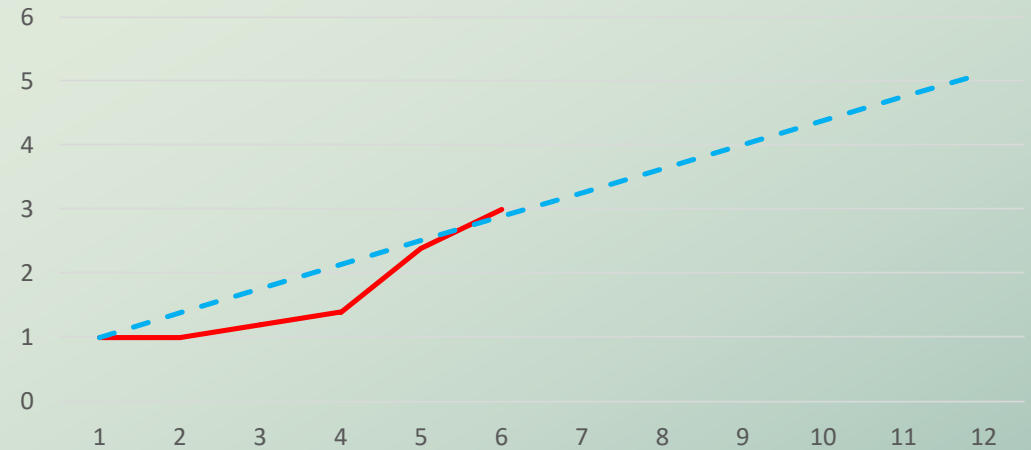
- Reducing Response Time to under 15 minutes, and
- Resolving Incidents and Requests within 2 days at Satisfaction Rating > 3

Fast, satisfactory service means our users can get the work done.



Make Work Better.
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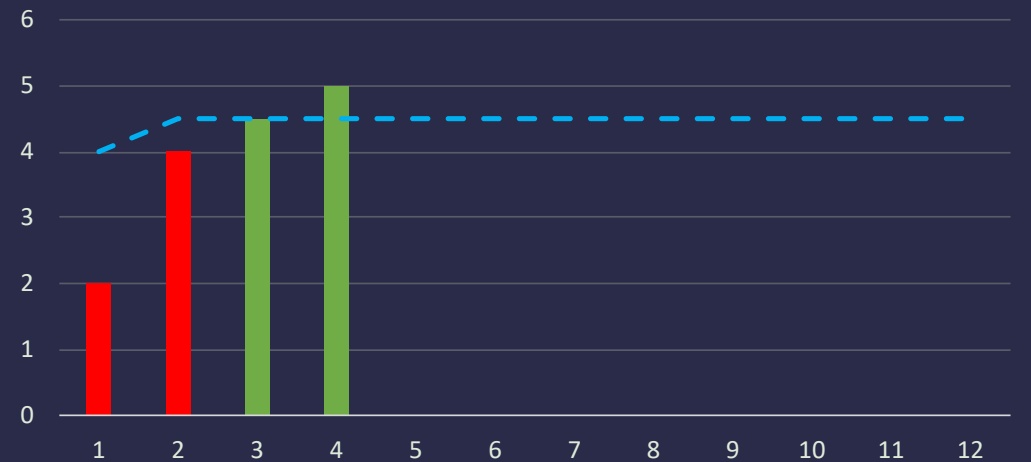
KEY RESULT. Increase user satisfaction from 1 to 5 by 19 Oct.



Reduce # of unsatisfactory/late tickets from 10 to 2

Week	1	2	3	4	5	6	7	8	9	10	11	12	AVG
Mary	1	1	2	0	0								1
Guillaume	4	3	1	1	0								2
Oliver	3	1	1	1	1								1
David	0	0	0	0	0								0
Meili	0	0	0	0	0								0
Helen	2	1	3	3	3								2
Totals	10	6	7	5	4								

Reduce avg response time from 1 day to 15 minutes



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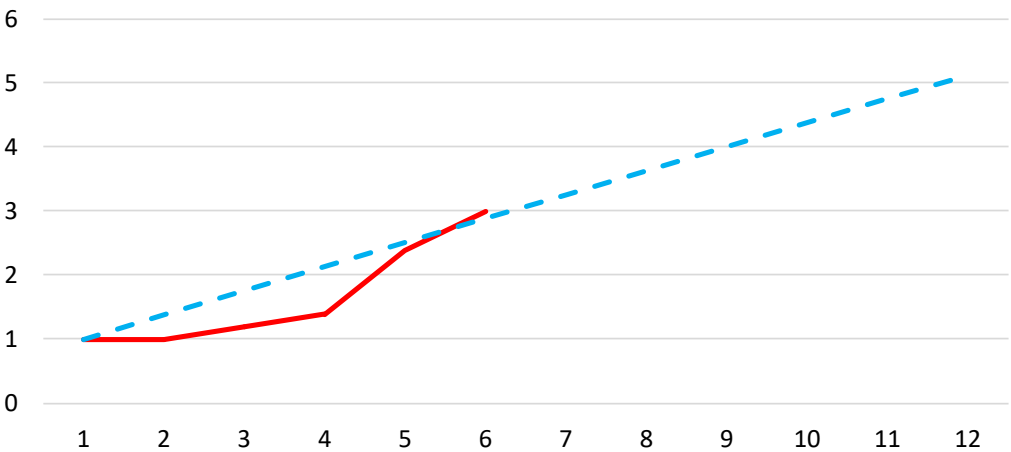
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