

## FOUR-PRONGED APPROACH TO PERFORMANCE IMPROVEMENT

SMC Performance Plus four-pronged approach to performance improvement offers your organization a unique consulting experience that is committed to maximizing your existing resources.

### Profitability/Results Driven:

Using the 80/20 rule you can ensure you are focusing on the right performance improvement initiatives (20% of your performance related activities cause 80% of your performance problems). By aligning your employees daily deliverables with your "**critical to quality customer satisfaction**" factors and strategic objectives you can ensure your entire organization is working to consistent priorities.

Provide your leadership team access to this winning formula and help your organization focus on its "**critical few**" priorities. It is this clarity of purpose that can ensure your organization can maximize the benefit of their performance enhancing efforts.

### Profitability /Results Driven

- Creating a Culture of Personal Ownership and Accountability
- Aligned Core Business Objectives
- Policy Deployment & Balanced Score Card
- Integrated Performance Management with Core Business Objectives
- Routine Performance Tracking - Coaching and Mentoring
- Return on Investment Training and Development
- Standardized Process Verification for Sustained Deliverables
- Embedding a Return on Investment Mindset in Training & Development Initiatives
- Customized Technology-based solutions for heightened efficiencies and long-term sustainability