

Welcome to the Innermetrix Organizational Health Checkup (OHC), a business diagnostic tool developed exclusively to help executives assess levels of overall performance in a controlled, accurate and effective way by measuring performance in eleven (11) core dimensions of business success. This holistic approach to understanding any business serves as the first step in identifying areas that require further investigation and development to achieve superior performance organization-wide.

As the first part of the formal IMX Process, the OHC often serves as the first step in helping you and your Innermetrix Consultant determine where energy needs to be focused, where the greatest potential for business improvements lie and where additional business diagnostics may be required to uncover and correct existing issues.

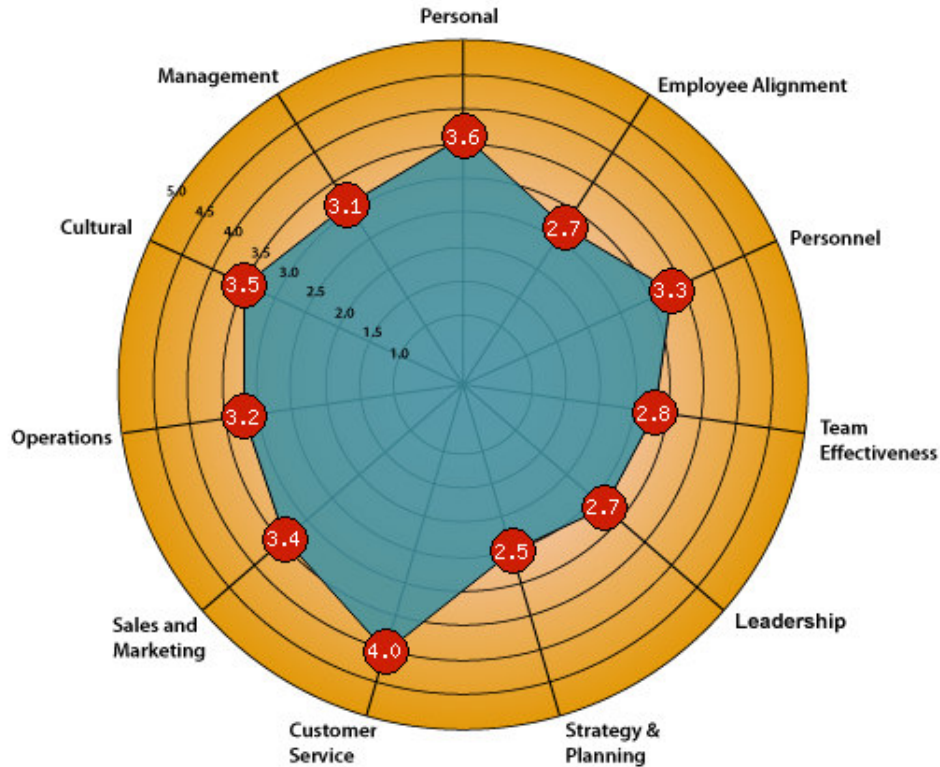
The 11 core business dimensions that drive performance and profitability are:

- Personal – how do the individuals in your organization feel?
- Employee Alignment – is everyone driving for results and profits?
- Personnel – how effectively do you lead people?
- Team Effectiveness – how strong are your teams?
- Leadership – how trusted and inspiring is your leadership?
- Strategy & Planning – how comprehensive and secure is your strategy?
- Customer Service – how loyal are your customers?
- Sales & Marketing – does your pitch resonate and do your people sell?
- Operations – do you run efficient and quality operations?
- Cultural – how cohesive and beneficial is your culture?
- Management – how effectively do you manage things?

Each of these dimensions are comprised of five (5) key performance indicators. These indicators are then combined into a single score to represent the overall performance in each dimension on a 0 to 5 scale.

Legend

- 0 – 1 = Poor performance (immediate attention required)
- 1 – 2 = Below Average (urgent attention should be given)
- 2 – 3 = Fair (high priority for further investigation of need)
- 3 – 4 = Very Good (strong performance that should be driven to the next level)
- 4 – 5 = Excellent (competitive advantage and profit area - reinforce & reward)



Participants

- 1. Vicky(VO)
- 2. Sal (SS)
- 3. Curt (CO)
- 4. Rod (RM)
- 5. Yvonne (YV)
- 6. Lisa(LC)
- 7. Bob (BG)
- 8. Sam (SA)
- 9. Stacy (SS)
- 10. Pat (PM)

Dimension Scores

Personal	3.6 (66%)
Employee Alignment	2.7 (42%)
Personnel	3.3 (58%)
Team Effectiveness	2.8 (46%)
Leadership	2.7 (43%)
Strategy and Planning	2.5 (37%)
Customer Service	4.0 (74%)
Sales and Marketing	3.4 (59%)
Operations	3.2 (56%)
Cultural	3.5 (62%)
Management	3.1 (52%)

Specific Item Breakdowns

Personal	VO	SS	CO	RM	YV	LC	BG	SA	SS	PM	Overall
1. I have a great work/life balance	5	1	4	4	3	3	5	2	4	5	3.6
2. I do not feel overwhelmed or like I am playing catch-up most of the time	5	3	3	3	1	2	2	4	1	4	2.8
3. I have a personal development plan that is used	5	1	2	5	3	2	4	5	2	5	3.4
4. I understand my role very clearly	5	5	4	4	4	4	5	4	2	3	4.0
5. I get a very strong sense of accomplishment from my work	5	5	5	4	2	4	5	5	4	4	4.3
Category Totals:	5.0	3.0	3.6	4.0	2.6	3.0	4.2	4.0	2.6	4.2	3.6

Employee Alignment	VO	SS	CO	RM	YV	LC	BG	SA	SS	PM	Overall
1. Our training programs ensure that employees have the knowledge and skills they need to succeed	3	4	3	3	1	2	4	3	1	4	2.8
2. We do an excellent job of understanding what is required to succeed in every role	3	3	3	3	1	3	3	3	2	3	2.7
3. We do an excellent job of matching employee talent and skills with their roles	3	4	3	3	2	4	3	2	1	1	2.6
4. We do an excellent job of understanding unique individual needs, concerns and desires	3	4	3	3	3	3	4	3	1	4	3.1
5. Employees have multiple routes to advancement to ensure optimal matches in talent and skills	2	4	3	3	1	2	2	3	1	1	2.2
Category Totals:	2.8	3.8	3.0	3.0	1.6	2.8	3.2	2.8	1.2	2.6	2.7

Specific Item Breakdowns

Personnel	VO	SS	CO	RM	YV	LC	BG	SA	SS	PM	Overall
1. We have very low employee turnover	5	5	5	3	5	5	3	4	4	5	4.4
2. Every employee has a very clearly defined and accurate job description	4	5	4	3	4	4	4	3	2	1	3.4
3. Performance reviews are given objectively and in a way that adds real value	3	4	3	3	2	3	3	5	2	3	3.1
4. There is a clear and attainable path of advancement for all positions	2	3	3	3	3	3	2	4	2	2	2.7
5. Our compensation and benefits plans are competitive and fair at all levels	3	4	4	2	3	3	2	3	2	4	3.0
Category Totals:	3.4	4.2	3.8	2.8	3.4	3.6	2.8	3.8	2.4	3.0	3.3

Team Effectiveness	VO	SS	CO	RM	YV	LC	BG	SA	SS	PM	Overall
1. Our teams are extremely effective and deliver consistently high performance	3	3	4	3	1	4	4	4	2	4	3.2
2. Teams our carefully selected and well balanced in talent, knowledge and experience	2	5	3	3	1	3	3	3	2	5	3.0
3. Our teams are given lots of autonomy and latitude to achieve results	2	5	4	3	2	4	2	3	2	4	3.1
4. Overall team vision and objectives are very clear and well understood	2	4	3	2	1	4	2	3	2	2	2.5
5. Individual roles and expectations are very clearly defined and communicated	2	3	4	2	1	3	2	3	2	2	2.4
Category Totals:	2.2	4.0	3.6	2.6	1.2	3.6	2.6	3.2	2.0	3.4	2.8

Specific Item Breakdowns

Leadership	VO	SS	CO	RM	YV	LC	BG	SA	SS	PM	Overall
1. Employees trust in our leadership	2	5	4	4	2	2	4	4	1	4	3.2
2. Our leadership delegates very effectively	2	4	4	3	1	3	2	3	2	2	2.6
3. The actions and results of our leadership are consistent and very effective	2	4	4	3	1	3	3	3	1	1	2.5
4. Overall, our leadership has guided us successfully to our objectives and goals	2	3	4	3	1	3	3	4	2	3	2.8
5. Our leadership is agile and capitalizes on new opportunities quickly and effectively	2	5	4	3	1	3	4	1	1	1	2.5
Category Totals:	2.0	4.2	4.0	3.2	1.2	2.8	3.2	3.0	1.4	2.2	2.7

Strategy and Planning	VO	SS	CO	RM	YV	LC	BG	SA	SS	PM	Overall
1. Key Performance Indicators are used and measured frequently	3	3	3	2	1	3	3	2	1	2	2.3
2. Our overall long term vision is very clearly understood and communicated to all employees	3	4	3	2	1	2	3	2	1	2	2.3
3. The level of planning in this company is superior to excellent	4	3	2	2	1	2	4	2	1	1	2.2
4. We do an excellent job of assessing competitive threats and acting on them	3	3	3	3	1	3	4	3	2	2	2.7
5. Our overall strategy is accurate and sound	3	3	3	2	1	4	4	3	2	3	2.8
Category Totals:	3.2	3.2	2.8	2.2	1.0	2.8	3.6	2.4	1.4	2.0	2.5

Specific Item Breakdowns

Customer Service	VO	SS	CO	RM	YV	LC	BG	SA	SS	PM	Overall
1. Overall, the service we provide is very good	5	5	4	4	4	4	3	5	4	5	4.3
2. We exceed our customer's expectations every time	4	5	3	3	4	4	3	4	4	3	3.7
3. Our internal departments cooperate well to ensure consistency service to our customers	4	5	4	3	4	4	3	4	4	5	4.0
4. Our customers are very loyal	4	4	3	3	1	3	5	4	3	4	3.4
5. Our customers are everyone's first priority	5	5	4	4	4	4	4	4	5	5	4.4
Category Totals:	4.4	4.8	3.6	3.4	3.4	3.8	3.6	4.2	4.0	4.4	4.0

Sales and Marketing	VO	SS	CO	RM	YV	LC	BG	SA	SS	PM	Overall
1. Overall, we do a very good job of selling	3	4	3	2	3	4	3	4	4	4	3.4
2. Our sales representatives are excellent and effective	4	3	3	2	2	3	3	4	4	2	3.0
3. Our sales management is excellent and effective	4	3	3	2	2	3	4	5	4	3	3.3
4. We understand our market very well	4	3	4	3	2	3	5	4	4	4	3.6
5. Our marketing message is clear, consistent and effective	4	4	4	3	2	3	5	4	2	4	3.5
Category Totals:	3.8	3.4	3.4	2.4	2.2	3.2	4.0	4.2	3.6	3.4	3.4

Specific Item Breakdowns

Operations	VO	SS	COR	M	YV	LC	BG	SA	SS	PM	Overall
1. Our operations are as effective and efficient as they could be	2	3	3	4	1	4	3	4	4	4	3.2
2. Operations management is competent and respected	4	5	4	4	1	4	5	4	4	4	3.9
3. Quality is very important and we strive for continual improvement	5	5	4	4	2	4	5	4	2	4	3.9
4. We have a superior quality improvement program	2	3	4	3	1	3	5	3	2	2	2.8
5. Quality and profitability are measured and posted regularly	1	3	3	2	1	2	3	3	2	4	2.4
Category Totals:	2.8	3.8	3.6	3.4	1.2	3.4	4.2	3.6	2.8	3.6	3.2

Cultural	VO	SS	COR	M	YV	LC	BG	SA	SS	PM	Overall
1. Organizational values and culture are well defined and clearly communicated	3	4	4	4	1	4	4	3	2	2	3.1
2. We create a healthy, supportive and productive environment to work in	3	5	4	4	1	4	4	4	2	4	3.5
3. Most employees consider themselves part of a family	4	5	5	4	2	4	2	4	2	5	3.7
4. Our corporate culture supports our organizational success very well	4	5	4	4	2	4	3	2	2	3	3.3
5. Our culture is one of our greatest competitive advantages	4	5	4	4	2	4	5	4	2	3	3.7
Category Totals:	3.6	4.8	4.2	4.0	1.6	4.0	3.6	3.4	2.0	3.4	3.5

Specific Item Breakdowns

Management	VO	SS	CO	RM	YV	LC	BG	SA	SS	PM	Overall
1. Our managers receive high quality and continual management skills development training	5	4	2	2	1	2	3	2	2	4	2.7
2. There are clear and effective lines of communications between management and employees	4	4	4	2	1	2	4	4	2	4	3.1
3. Our managers receive effective skills training at a superior level	4	3	3	2	1	2	3	2	2	3	2.5
4. In general, employees have great respect for their immediate supervisor	1	5	4	4	4	3	4	3	4	4	3.6
5. Our managers do an excellent job of gaining commitment and motivating staff	3	4	4	3	4	3	4	4	2	4	3.5
Category Totals:	3.4	4.0	3.4	2.6	2.2	2.4	3.6	3.0	2.4	3.8	3.1