

WEIGHTING*	TEAM MEMBER GOALS & TEAM MEMBER ACTION ITEMS	WHO	EOY TARGET	% COMPLETE/ ACTUAL	STATUS	DUE DATES	PERFORMANCE (A*E)
	2.1.1 Develop 2 new webinars a quarter to assist Sales Team. (# of new webinars)	Marketing	8		...	12/31/16	
	2.1.1.2.1 Develop campaign materials for 3 new markets.	Crystal O'Langdon	100%		←	12/31/16	
	3.3.4 Maintain or decrease the Churn Rate of Licenses which is currently at 7.99%. (% Churn)	Customer Service	7.99%	8.01%	←	12/31/16	
	3.3.4.1 Secure coaching on Customer Success Manager for team.	Crystal O'Langdon			...	12/09/16	

*Manager to weight the importance of each item. Distribute 100% across all items.

-  Not Started
-  Deferred
-  On Target
-  Off Target
-  Waiting on Someone
-  Critical
-  Achieved