

Strategic Plan

Customer Service: Action Plan - Summary

Date Revised: December 3, 2013

Priority	Goals	Who	Start Date/ End Date	Target, Measure	% Complete/ YTD	Status/ Variance
Organization Goals I Lead						
High	4.2 Maintain 75% of our current customers.	Customer Service	01/01/13 02/01/13	85% % increase in customer base annually	85%	 As of 09/24/13
Normal	9.2 Develop better communication and presentation skills to increase ability to work with and assist clients.	Customer Service	01/01/13 12/31/13	100% % complete in communication/presentation skills	0%	 As of 10/28/13
My Goals						
Normal	1.1.3 Professional Consulting: Generate \$200,000 in web design consulting	Customer Service	01/01/13 12/31/13	200,000 \$	25,000	 -175,000 As of 01/30/13
Normal	3.1.4 Maintain or decrease the Churn Rate of Licenses which is currently at 8.5%.	Customer Service	01/01/13 12/31/13	8.49% % Churn	8.40%	 -0.09% As of 01/21/13

Customer Service: Action Plan - Detail

Training Activity help our team to develop and grow professional and personally by supporting a flexible working, providing interesting and engaging work, and fair compensation.

Normal	9.2 Develop better communication and presentation skills to increase ability to work with and assist clients.	Customer Service	01/01/13 12/31/13	100% % complete in communication/presentation skills	0%	 As of 10/28/13
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