THE BRITT HUNT COMPANY

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AGENDA

PURPOSE & SCOPE

KEY QUESTION & LOGIC MODEL

DATA COLLECTION PLAN

COMMUNICATION PLAN

TIMELINE

QUESTIONS
PURPOSE

WHAT'S THE EVIDENCE FOR MAXIMIZING THE TC'S ABILITY?
SCOPE

Results
(Profit, Mission)

National TBHC

District Manager

TC
TC
TC

TC
TC
TC

TC
TC
TC

TC
TC
TC

TC
TC
TC

District Manager

TC
TC
TC

TC
TC
TC

TC
TC
TC

TC
TC
TC

East

West
KEY QUESTIONS

- HOW IS NON-FINANCIAL SUCCESS BEING MEASURED?

- HOW CAN DATA BE ALIGNED TO DETERMINE TC PERFORMANCE?

- HOW CAN QUALITATIVE DATA BE CONVERTED INTO QUANTITATIVE DATA?
**ASSUMPTION:**
- We are hiring capable people
- Selling above ‘mission’ demonstrates engagement
- HR system helps to facilitate the results the TCs produce
# DATA COLLECTION PLAN

<table>
<thead>
<tr>
<th>ALIGNMENT</th>
<th>CAPABILITY</th>
<th>ENGAGEMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alignment of employees with the business strategy, goals, values, and synchronized processes and behaviors across work groups.</td>
<td>Talent, information, and resources that increase customer value.</td>
<td>Willingness of employees to put in extra effort and to advocate on behalf of the organization.</td>
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<tr>
<td>• Operational and financial outcomes:</td>
<td>• Customer outcomes:</td>
<td>• Performance and retention outcomes:</td>
</tr>
<tr>
<td>− Same store sales</td>
<td>− Being a blessing to others</td>
<td>− Performance management</td>
</tr>
<tr>
<td>− New store sales</td>
<td>− Customer feedback</td>
<td>− Sales training</td>
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<tr>
<td>− Profitability</td>
<td>− Continuous improvement</td>
<td>− Turnover</td>
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</table>

*SCALE FOR EACH METRIC: 1-5*
<table>
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<tr>
<th><strong>ALIGNMENT</strong></th>
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<tr>
<td><strong>FINANCIAL</strong></td>
</tr>
<tr>
<td>• Same store sales</td>
</tr>
<tr>
<td>• New store sales</td>
</tr>
<tr>
<td>• Profitability</td>
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<tr>
<td>• Vendor sales personal assessment</td>
</tr>
<tr>
<td><strong>TRAINING AND ONBOARDING</strong></td>
</tr>
<tr>
<td>• Onboarding training</td>
</tr>
<tr>
<td>• Metrics to be determined</td>
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<tr>
<td>• 75 Day Evaluations</td>
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CAPABILITY

TC Daily Minute
- Meeting sales goals

Team Building and Leadership
- Leads by example *
- Collaborates with others *

Self Development
- Adapts and changes behavior in response to feedback *

Customer Service
- Seeks and asks for customer feedback *
- Treats customers professionally *
- Follows up in a timely manner *

Communications
- Demonstrates communication skills *
- Keeps others informed *

Planning and Implementing
- Makes use of time *
- Uses available resources *
- Plans effectively *
- Works in pressure situations *

* EXISTING PERFORMANCE REVIEW QUESTIONS
ENGAGEMENT

Account Manager Feedback Survey

Climate Survey
- Metrics to be determined

Team Building and Leadership
- Demonstrates and promotes respect among others *
- Encourages others to take positive actions *

Focus on Results
- Demonstrates strong work ethic and has positive “results oriented” attitude *

Self Development
- Seeks feedback in order to improve performance *

30 Day Evaluation

* EXISTING PERFORMANCE REVIEW QUESTIONS
COMMUNICATION

Territory Consultant

- Written Communication
  - Email
  - Newsletter
  - Face-to-face with DM

District Manager

- Face-to-Face Communication
  - Monthly Management Meeting
TIMELINE

Evaluation Integration

Communicate ACE to DMs

Dec 15

Jan 2012

April 2012

July 2012

Sept 2012

Dec 2012

Communicate ACE to TCs

Integrate ACE into HR system

Conduct ACE performance review

Full integration of ACE into dashboard

*NO TRUE BEGINNING
QUESTIONS?