

Assignment:

Number in order of importance to reach our goals.

Fill in all blanks. (1 = most important)

Increase sales by %

Decrease operational costs by %

Increase customer satisfaction scores by %

Decrease time to serve customer by %

Create new product to generate % of new sales

Address strategic risk posed by _____

Something not on this list: _____

Instructions for the leader:

- a. Make blank copies for each person on your team
- b. Fill in your answers
- c. Pass out blank copies and have team members fill in their answers
- d. Collect their answers and compare results
- e. Make tough choices
- f. Distribute the new list so that everyone knows the priorities