

Performance Excellence | North West

2024 Plan on a Page

Vision

Long-term Resilience of Individuals, Organizations and Communities

Mission

Inspiring Performance Excellence

Values

Relationships: Build lasting relationships

Service: Provide world-class service

Results: Achieve desired outcomes

Core Competency

Instilling PE Competency for Results

1-Year Operational Objectives

- ↑ Program Satisfaction (all services)
- ↑ Membership #'s & Retention
- ↑ Volunteer #'s & Retention
- ↑ Board Members & Satisfaction
- ↑ Enhance Financial Position

Key Result Areas	Goals
Customer Satisfaction (Applicant)	4.5/5
Customer Net Promoter Score	4/5
Organizational Memberships	15
Individual Memberships	30
Exam Sat "Would you participate again?"	50%
Board Member Satisfaction	90%
Year End Checking Account Balance	\$120K
Days of Operating Cash	300