

Sue Smith: Action Plan

Date Revised: _____

Priority	Team Member Goals & Actions	Who	Year End Target	% Complete/ YTD	Status/ Variance	Due Dates	Comment
Low	4.2 To provide increased value to all existing online customers to enhance "stickiness." : 4.2.1 Hold online focus group to explore pricing and value of Premium package ()	Customer Service		50 %		6-30-2008	Completed ahead of schedule.
	4.2.1.1 Organize participants for the first focus group	Sue Smith		100 %		2-8-2007, 3-31-2008	
Normal	5.1 To develop webinars : 5.1.1 Develop 15 minute "Basic Package" presentation (Accomplish)	Customer Service	100	10 %		3-31-2008	
Normal	5.1.1.1 Review existing presentations format for consistency	Sue Smith	100%	30 %		7-1-2008, 7-31-2008	Comment 1 (6/1/07)
	5.2 Update software "how-to" books. : 5.2.2 Hire editor/writer for updates. ()	Customer Service		0 %		9-30-2008	
	5.2.2.1 Review resumes on file	Sue Smith		100 %		2-8-2008, 12-22-2008	
	12.1 Increase the number of innovative ideas through an incentive program. : 12.1.2 Throw a party to kick off incentive program. ()	Customer Service		0 %		9-30-2008	
	12.1.2.1 Determine budget for party	Sue Smith		50 %		2-8-2008, 12-15-2008	Finish next week.
	12.1.2.2 Solicit ideas for theme, entertainment, catering	Sue Smith		0 %		2-8-2008, 2-22-2008	