SAMPLE IMPACT PLAN

Business Unit: Doe, Jane
Report Period: August 2013

Q12 Item: Q01. Know what’s expected
Mean or %5: Mean
Value from the Q12 Scorecard: 3.70

Title: Clear Expectations
Action Type: Opportunity

This is what we’ll do:
- Have informal discussions between Team Manager and team every week
- Set “Learning from Us” activity to share knowledge or lessons learned from work
- Develop “Worksheet” to identify the detail of each job such as process, person in-charge, key responsibilities, time lines etc.
- Discuss with team members about assignment by using “Worksheet”
- Provide skills to Managers about how to conduct performance management sessions

This is what success will look like:
- Team managers have more discussions around expectations (formal & informal)
- All managers have gone through training
- Employees have more clarity around work process and expectations
- The number of mistakes and errors is decreased

How often: Ongoing; manager training to take place in January, 2014

These people will be involved: Team Managers and each employee

Start Date: 10-21-13
Due Date: 05-01-13