



# PEOPLE: Function Accountability Chart (FACE)

- 1 Name the person accountable for each function
- 2 Ask the four questions at the bottom of the page re: whose name(s) you listed for each function
- 3 List Key Performance Indicators (KPIs) for each function.
- 4 Take your Profit and Loss (P&L), Balance Sheet, and Cash Flow accounting statements and assign a person to each line item, then derive appropriate Results/Outcomes for each function.

Functions	1 Person Accountable	3 Leading Indicators (Key Performance Indicators)	4 Results/Outcomes (P/L or B/S Items)
Head of Company			
Marketing			
R&D/Innovation			
Sales			
Operations			
Accounts Receivable - Debtors			
Accounts Payable - Creditors			
Information Technology			
Human Resources			
Talent Development/Learning			
Customer Service/Feedback			
Heads of Business Units			
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- 2 Identify:
  1. More than 1 person in a seat; 2. Person in more than 1 seat; 3. Empty seats; 4. Enthusiastically rehire?