

The Execution Habits Checklist

1. The management team is healthy and aligned

Team members understand each other's differences, priorities, and styles
The team meets frequently (weekly is best) for operational planning
The team participates in ongoing executive education (monthly recommended)
The team is able to engage in constructive debates and all members feel comfortable participating.

2. Everyone is aligned with the #1 thing that needs to be accomplished this quarter

The Critical Number is identified to move the company ahead this quarter
3-5 Priorities (Rocks) that support the Critical Number are identified and ranked for the quarter
A Quarterly Theme and Celebration/Reward are announced to all employees that bring the Critical Number to life
Quarterly Theme/Critical Number posted throughout the company and employees are aware of the progress each week.

3. Communication rhythm is established and information moves through the company accurately and quickly

All employees are in a daily huddle that lasts less than 15 minutes
All teams have a weekly meeting
The executive and middle managers meet for a day of learning, resolving big issues, and knowledge transfer each month
Quarterly and annually, the executive and middle managers meet offsite to work on the 4 Decisions.

4. Every Function of the business has a person accountable for it to ensure its goals are met

The Function Accountability Chart (FACe) is completed (right people, doing the right things, right)
Financial statements have a person assigned to each line item
Each function has an up to date Job Balance Score Card
Each major process in the business has someone accountable for its success.

5. Ongoing customer feedback is collected and analysed on a continued basis

The management have a conversation with at least one external customer weekly
Insights from customer conversations are discussed at the weekly management meeting
A Net Promoter System™ is in place and feedback is collected at predetermined times in the sales cycle
Senior management are responsive in closing the loop as part of the Net Promoter System™.

6. Core Values and your Hedgehog are alive in the company

2-3 Core values are discovered and defined in the language of the company
The hedgehog has a high level of clarity and is defined in the language of the company
HR processes are aligned to the core values and hedgehog to ensure great company alignment
Actions are identified to bring the core values and hedgehog alive within the company.

7. Employees can articulate the following key components of the company's strategy accurately

Big Hairy Audacious Goal (BHAG®) – progress is tracked and visible
Core Customer(s) – their profile in 25 words or less
Brand Promise and it's guarantee is alive and metrics reported monthly
All employees are aware on how they can positively impact the annual critical number.

8. Ongoing employee input is collected to identify obstacles and opportunities

All managers have a Start/Stop/Keep conversation with employees each month
Insights from employee conversations are discussed by management each month
Obstacles and opportunities identified are fed back to everyone in the company and prioritised for action
Management are held accountable for acting on the priorities and progress is displayed for all to see.

9. Employees can answer quantitatively whether they have had a great day or week

Every person has their outcomes from their Job Balance Scorecard (JBSC) tracked and measured
Each individual/team have 3-5 quarterly priorities aligned with the company's quarterly rocks
Every person has their own quarterly priorities aligned with either the company rocks or their own JBSC
All management have a coach or peer coach holding them accountable for achieving their priorities.

10. The company's plans and performance are visible to everyone

Core Values and Purpose are displayed throughout the company
Scoreboards are everywhere displaying current progress on priorities and critical numbers
Management have clearly defined dashboards tracking the key ratios showing the overall health of the company
A dedicated area is established for weekly meetings whether physical or virtual.