



## ABC Inc. - Individual Results - Joe Smith, Sales

	Individual 1/25/2016	Department 1/25/2016	Company 1/25/2016
<b>Quality</b>	<b>4.25</b>	<b>4.34</b>	<b>4.12</b>
Leader creates an environment where each individual's actions contribute to the common goal.	4.00	4.13	4.05
Leader always seeks opportunities to collaborate and create with our business partners, dealers and customers.	4.25	4.38	3.95
Leader seeks input from all key stakeholders and communicate action plans and results across the organization.	4.50	4.50	4.35
<b>Teamwork</b>	<b>4.50</b>	<b>4.44</b>	<b>4.40</b>
Leader always provides the best communication and support to our regions, dealers and customers.	4.50	4.50	4.30
Leader ensures that all decisions affecting the Scion ownership experience aligns with customer interest.	4.50	4.38	4.50
<b>Innovation</b>	<b>4.58</b>	<b>4.54</b>	<b>4.33</b>
Leader is full of suggestions to improve.	4.75	4.75	4.30
Leader creates the unexpected, does the unprecedented and enjoys what we do.	4.75	4.50	4.45
Leader starts each day with 100% enthusiasm and relishes in the productive crazy fun things we accomplish.	4.25	4.38	4.25
<b>Accountability</b>	<b>4.38</b>	<b>4.38</b>	<b>4.03</b>
Leader is never satisfied with the status quo and sets challenging goals and objectives to exceed customer expectations.	4.25	4.25	4.10
Leader works with key stakeholders to develop and implement a best in class sales process and ownership experience.	4.50	4.50	3.95
<b>Integrity</b>	<b>4.12</b>	<b>4.31</b>	<b>4.20</b>
Leader does the right thing every time for both customers and dealers, even when no one is looking.	4.00	4.25	4.00
Leader is transparent and honest communication with our customers and coworkers.	4.25	4.38	4.40
<b>Total</b>	<b>4.37</b>	<b>4.40</b>	<b>4.21</b>

**MANAGING YOUR IMPROVED PERFORMANCE to LIVE OUT THE 360 VITAL FEW MEASURABLE BEHAVIORS of "Neverland"**

<b>360 INPUTS</b>	<b>1 NEVER</b>	<b>2 OCCASIONALLY</b>	<b>3 HALF the TIME</b>	<b>4 MOST of the TIME</b>	<b>5 ALWAYS</b>			
<b>360 SCORE</b>	less than 1.9	2.0 to 2.4	2.5 to 2.9	3.0 to 3.4	3.5 to 3.9	4.0 to 4.2	4.3 to 4.7	4.8+
<b>IMPROVEMENT STEPS</b>	Reach out to understand 360 Vital Few expectations.	Find one area to focus on each day and ask your team for MoLo suggestions.	Expand from one area to two areas to focus on each day.	Ask someone who is scoring at 4.0 or higher how they do it.	Identify your low scoring areas and focus on improving them.	Make what you generally do into what you always do.	Keep improving as you are a role model for others.	Ask your manager how you can help others improve and do it.



### ABC Inc. - Team or Department Results-Sales Team

	Department 1/25/2016	Company 1/25/2016
<b>Quality</b>	<b>4.34</b>	<b>4.12</b>
Leader creates an environment where each individual's actions contribute to the common goal.	4.13	4.05
Leader always seeks opportunities to collaborate and create with our business partners, dealers and customers.	4.38	3.95
Leader seeks input from all key stakeholders and communicate action plans and results across the organization.	4.50	4.35
<b>Teamwork</b>	<b>4.44</b>	<b>4.40</b>
Leader always provides the best communication and support to our regions, dealers and customers.	4.50	4.30
Leader ensures that all decisions affecting the Scion ownership experience aligns with customer interest.	4.38	4.50
<b>Innovation</b>	<b>4.54</b>	<b>4.33</b>
Leader is full of suggestions to improve.	4.75	4.30
Leader creates the unexpected, does the unprecedented and enjoys what we do.	4.50	4.45
Leader starts each day with 100% enthusiasm and relishes in the productive crazy fun things we accomplish.	4.38	4.25
<b>Accountability</b>	<b>4.38</b>	<b>4.03</b>
Leader is never satisfied with the status quo and sets challenging goals and objectives to exceed customer expectations.	4.25	4.10
Leader works with key stakeholders to develop and implement a best in class sales process and ownership experience.	4.50	3.95
<b>Integrity</b>	<b>4.31</b>	<b>4.20</b>
Leader does the right thing every time for both customers and dealers, even when no one is looking.	4.25	4.00
Leader is transparent and honest communication with our customers and coworkers.	4.38	4.40
<b>Total</b>	<b>4.40</b>	<b>4.21</b>

## ABC Inc. - Sales - All Team Members

	Department 1/25/2016	Sue Jones	Joe Smith
<b>Quality</b>	<b>4.34</b>	<b>4.42</b>	<b>4.25</b>
Leader creates an environment where each individual's actions contribute to the common goal.	4.13	4.25	4.00
Leader always seeks opportunities to collaborate and create with our business partners, dealers and customers.	4.38	4.50	4.25
Leader seeks input from all key stakeholders and communicate action plans and results across the organization.	4.50	4.50	4.50
<b>Teamwork</b>	<b>4.44</b>	<b>4.38</b>	<b>4.50</b>
Leader always provides the best communication and support to our regions, dealers and customers.	4.50	4.50	4.50
Leader ensures that all decisions affecting the Scion ownership experience aligns with customer interest.	4.38	4.25	4.50
<b>Innovation</b>	<b>4.54</b>	<b>4.50</b>	<b>4.58</b>
Leader is full of suggestions to improve.	4.75	4.75	4.75
Leader creates the unexpected, does the unprecedented and enjoys what we do.	4.50	4.25	4.75
Leader starts each day with 100% enthusiasm and relishes in the productive crazy fun things we accomplish.	4.38	4.50	4.25
<b>Accountability</b>	<b>4.38</b>	<b>4.38</b>	<b>4.38</b>
Leader is never satisfied with the status quo and sets challenging goals and objectives to exceed customer expectations.	4.25	4.25	4.25
Leader works with key stakeholders to develop and implement a best in class sales process and ownership experience.	4.50	4.50	4.50
<b>Integrity</b>	<b>4.31</b>	<b>4.50</b>	<b>4.12</b>
Leader does the right thing every time for both customers and dealers, even when no one is looking.	4.25	4.50	4.00
Leader is transparent and honest communication with our customers and coworkers.	4.38	4.50	4.25
<b>Total</b>	<b>4.40</b>	<b>4.43</b>	<b>4.37</b>

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<b>360 INPUTS</b>	<b>1 NEVER</b>	<b>2 OCCASIONALLY</b>	<b>3 HALF the TIME</b>	<b>4 MOST of the TIME</b>	<b>5 ALWAYS</b>			
<b>360 SCORE</b>	less than 1.9	2.0 to 2.4	2.5 to 2.9	3.0 to 3.4	3.5 to 3.9	4.0 to 4.2	4.3 to 4.7	4.8+
<b>IMPROVEMENT STEPS</b>	Reach out to understand 360 Vital Few expectations.	Find one area to focus on each day and ask your team for MoLo suggestions.	Expand from one area to two areas to focus on each day.	Ask someone who is scoring at 4.0 or higher how they do it.	Identify your low scoring areas and focus on improving them.	Make what you generally do into what you always do.	Keep improving as you are a role model for others.	Ask your manager how you can help others improve and do it.



## ABC Inc. - Total Organization Results

	<b>Overall Survey 1/25/2016</b>
<b>Quality</b>	<b>4.12</b>
Leader creates an environment where each individual's actions contribute to the common goal.	4.05
Leader always seeks opportunities to collaborate and create with our business partners, dealers and customers.	3.95
Leader seeks input from all key stakeholders and communicate action plans and results across the organization.	4.35
<b>Teamwork</b>	<b>4.40</b>
Leader always provides the best communication and support to our regions, dealers and customers.	4.30
Leader ensures that all decisions affecting the Scion ownership experience aligns with customer interest.	4.50
<b>Innovation</b>	<b>4.33</b>
Leader is full of suggestions to improve.	4.30
Leader creates the unexpected, does the unprecedented and enjoys what we do.	4.45
Leader starts each day with 100% enthusiasm and relishes in the productive crazy fun things we accomplish.	4.25
<b>Accountability</b>	<b>4.03</b>
Leader is never satisfied with the status quo and sets challenging goals and objectives to exceed customer expectations.	4.10
Leader works with key stakeholders to develop and implement a best in class sales process and ownership experience.	3.95
<b>Integrity</b>	<b>4.20</b>
Leader does the right thing every time for both customers and dealers, even when no one is looking.	4.00
Leader is transparent and honest communication with our customers and coworkers.	4.40
<b>Total</b>	<b>4.21</b>

## ABC Inc. - All Department Totals

	Cust Svc. 1/25/2016	Sales 1/25/2016
<b>Quality</b>	<b>3.97</b>	<b>4.34</b>
Leader creates an environment where each individual's actions contribute to the common goal.	4.00	4.13
Leader always seeks opportunities to collaborate and create with our business partners, dealers and customers.	3.67	4.38
Leader seeks input from all key stakeholders and communicate action plans and results across the organization.	4.25	4.50
<b>Teamwork</b>	<b>4.38</b>	<b>4.44</b>
Leader always provides the best communication and support to our regions, dealers and customers.	4.17	4.50
Leader ensures that all decisions affecting the Scion ownership experience aligns with customer interest.	4.58	4.38
<b>Innovation</b>	<b>4.20</b>	<b>4.54</b>
Leader is full of suggestions to improve.	4.00	4.75
Leader creates the unexpected, does the unprecedented and enjoys what we do.	4.42	4.50
Leader starts each day with 100% enthusiasm and relishes in the productive crazy fun things we accomplish.	4.17	4.38
<b>Accountability</b>	<b>3.79</b>	<b>4.38</b>
Leader is never satisfied with the status quo and sets challenging goals and objectives to exceed customer expectations.	4.00	4.25
Leader works with key stakeholders to develop and implement a best in class sales process and ownership experience.	3.58	4.50
<b>Integrity</b>	<b>4.12</b>	<b>4.31</b>
Leader does the right thing every time for both customers and dealers, even when no one is looking.	3.83	4.25
Leader is transparent and honest communication with our customers and coworkers.	4.42	4.38
<b>Total</b>	<b>4.09</b>	<b>4.40</b>

## ABC Inc. - Customer Service - All Team Members

	Department 1/25/2016	Donna Grimes	Bob Jones	Joe Gibbs
<b>Quality</b>	<b>3.97</b>	<b>4.17</b>	<b>4.17</b>	<b>3.58</b>
Leader creates an environment where each individual's actions contribute to the common goal.	4.00	4.25	4.25	3.50
Leader always seeks opportunities to collaborate and create with our business partners, dealers and customers.	3.67	3.75	4.00	3.25
Leader seeks input from all key stakeholders and communicate action plans and results across the organization.	4.25	4.50	4.25	4.00
<b>Teamwork</b>	<b>4.38</b>	<b>4.62</b>	<b>4.50</b>	<b>4.00</b>
Leader always provides the best communication and support to our regions, dealers and customers.	4.17	4.50	4.25	3.75
Leader ensures that all decisions affecting the Scion ownership experience aligns with customer interest.	4.58	4.75	4.75	4.25
<b>Innovation</b>	<b>4.20</b>	<b>4.58</b>	<b>4.17</b>	<b>3.83</b>
Leader is full of suggestions to improve.	4.00	4.25	4.00	3.75
Leader creates the unexpected, does the unprecedented and enjoys what we do.	4.42	4.75	4.50	4.00
Leader starts each day with 100% enthusiasm and relishes in the productive crazy fun things we accomplish.	4.17	4.75	4.00	3.75
<b>Accountability</b>	<b>3.79</b>	<b>4.62</b>	<b>3.38</b>	<b>3.38</b>
Leader is never satisfied with the status quo and sets challenging goals and objectives to exceed customer expectations.	4.00	4.75	4.00	3.25
Leader works with key stakeholders to develop and implement a best in class sales process and ownership experience.	3.58	4.50	2.75	3.50
<b>Integrity</b>	<b>4.12</b>	<b>4.38</b>	<b>4.12</b>	<b>3.88</b>
Leader does the right thing every time for both customers and dealers, even when no one is looking.	3.83	4.25	3.75	3.50
Leader is transparent and honest communication with our customers and coworkers.	4.42	4.50	4.50	4.25
<b>Total</b>	<b>4.09</b>	<b>4.47</b>	<b>4.07</b>	<b>3.73</b>



## ABC Inc. - Sales - All Team Members

	Department 1/25/2016	Sue Jost	Bob Smith
<b>Quality</b>	<b>4.34</b>	<b>4.42</b>	<b>4.25</b>
Leader creates an environment where each individual's actions contribute to the common goal.	4.13	4.25	4.00
Leader always seeks opportunities to collaborate and create with our business partners, dealers and customers.	4.38	4.50	4.25
Leader seeks input from all key stakeholders and communicate action plans and results across the organization.	4.50	4.50	4.50
<b>Teamwork</b>	<b>4.44</b>	<b>4.38</b>	<b>4.50</b>
Leader always provides the best communication and support to our regions, dealers and customers.	4.50	4.50	4.50
Leader ensures that all decisions affecting the Scion ownership experience aligns with customer interest.	4.38	4.25	4.50
<b>Innovation</b>	<b>4.54</b>	<b>4.50</b>	<b>4.58</b>
Leader is full of suggestions to improve.	4.75	4.75	4.75
Leader creates the unexpected, does the unprecedented and enjoys what we do.	4.50	4.25	4.75
Leader starts each day with 100% enthusiasm and relishes in the productive crazy fun things we accomplish.	4.38	4.50	4.25
<b>Accountability</b>	<b>4.38</b>	<b>4.38</b>	<b>4.38</b>
Leader is never satisfied with the status quo and sets challenging goals and objectives to exceed customer expectations.	4.25	4.25	4.25
Leader works with key stakeholders to develop and implement a best in class sales process and ownership experience.	4.50	4.50	4.50
<b>Integrity</b>	<b>4.31</b>	<b>4.50</b>	<b>4.12</b>
Leader does the right thing every time for both customers and dealers, even when no one is looking.	4.25	4.50	4.00
Leader is transparent and honest communication with our customers and coworkers.	4.38	4.50	4.25
<b>Total</b>	<b>4.40</b>	<b>4.43</b>	<b>4.37</b>

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<b>360 SCORE</b>	less than 1.9	2.0 to 2.4	2.5 to 2.9	3.0 to 3.4	3.5 to 3.9	4.0 to 4.2	4.3 to 4.7	4.8+
<b>IMPROVEMENT STEPS</b>	Reach out to understand 360 Vital Few expectations.	Find one area to focus on each day and ask your team for MoLo suggestions.	Expand from one area to two areas to focus on each day.	Ask someone who is scoring at 4.0 or higher how they do it.	Identify your low scoring areas and focus on improving them.	Make what you generally do into what you always do.	Keep improving as you are a role model for others.	Ask your manager how you can help others improve and do it.



## ABC Inc. - Total Organization Results

	<b>Overall Survey 1/25/2016</b>
<b>Quality</b>	<b>4.12</b>
Leader creates an environment where each individual's actions contribute to the common goal.	4.05
Leader always seeks opportunities to collaborate and create with our business partners, dealers and customers.	3.95
Leader seeks input from all key stakeholders and communicate action plans and results across the organization.	4.35
<b>Teamwork</b>	<b>4.40</b>
Leader always provides the best communication and support to our regions, dealers and customers.	4.30
Leader ensures that all decisions affecting the Scion ownership experience aligns with customer interest.	4.50
<b>Innovation</b>	<b>4.33</b>
Leader is full of suggestions to improve.	4.30
Leader creates the unexpected, does the unprecedented and enjoys what we do.	4.45
Leader starts each day with 100% enthusiasm and relishes in the productive crazy fun things we accomplish.	4.25
<b>Accountability</b>	<b>4.03</b>
Leader is never satisfied with the status quo and sets challenging goals and objectives to exceed customer expectations.	4.10
Leader works with key stakeholders to develop and implement a best in class sales process and ownership experience.	3.95
<b>Integrity</b>	<b>4.20</b>
Leader does the right thing every time for both customers and dealers, even when no one is looking.	4.00
Leader is transparent and honest communication with our customers and coworkers.	4.40
<b>Total</b>	<b>4.21</b>

## ABC Inc. - All Department Totals

	Cust Svc. 1/25/2016	Sales 1/25/2016
<b>Quality</b>	<b>3.97</b>	<b>4.34</b>
Leader creates an environment where each individual's actions contribute to the common goal.	4.00	4.13
Leader always seeks opportunities to collaborate and create with our business partners, dealers and customers.	3.67	4.38
Leader seeks input from all key stakeholders and communicate action plans and results across the organization.	4.25	4.50
<b>Teamwork</b>	<b>4.38</b>	<b>4.44</b>
Leader always provides the best communication and support to our regions, dealers and customers.	4.17	4.50
Leader ensures that all decisions affecting the Scion ownership experience aligns with customer interest.	4.58	4.38
<b>Innovation</b>	<b>4.20</b>	<b>4.54</b>
Leader is full of suggestions to improve.	4.00	4.75
Leader creates the unexpected, does the unprecedented and enjoys what we do.	4.42	4.50
Leader starts each day with 100% enthusiasm and relishes in the productive crazy fun things we accomplish.	4.17	4.38
<b>Accountability</b>	<b>3.79</b>	<b>4.38</b>
Leader is never satisfied with the status quo and sets challenging goals and objectives to exceed customer expectations.	4.00	4.25
Leader works with key stakeholders to develop and implement a best in class sales process and ownership experience.	3.58	4.50
<b>Integrity</b>	<b>4.12</b>	<b>4.31</b>
Leader does the right thing every time for both customers and dealers, even when no one is looking.	3.83	4.25
Leader is transparent and honest communication with our customers and coworkers.	4.42	4.38
<b>Total</b>	<b>4.09</b>	<b>4.40</b>

## ABC Inc. - Customer Service - All Team Members

	Department 1/25/2016	Donna Grimes	Bob Jones	Joe Gibbs
<b>Quality</b>	<b>3.97</b>	<b>4.17</b>	<b>4.17</b>	<b>3.58</b>
Leader creates an environment where each individual's actions contribute to the common goal.	4.00	4.25	4.25	3.50
Leader always seeks opportunities to collaborate and create with our business partners, dealers and customers.	3.67	3.75	4.00	3.25
Leader seeks input from all key stakeholders and communicate action plans and results across the organization.	4.25	4.50	4.25	4.00
<b>Teamwork</b>	<b>4.38</b>	<b>4.62</b>	<b>4.50</b>	<b>4.00</b>
Leader always provides the best communication and support to our regions, dealers and customers.	4.17	4.50	4.25	3.75
Leader ensures that all decisions affecting the Scion ownership experience aligns with customer interest.	4.58	4.75	4.75	4.25
<b>Innovation</b>	<b>4.20</b>	<b>4.58</b>	<b>4.17</b>	<b>3.83</b>
Leader is full of suggestions to improve.	4.00	4.25	4.00	3.75
Leader creates the unexpected, does the unprecedented and enjoys what we do.	4.42	4.75	4.50	4.00
Leader starts each day with 100% enthusiasm and relishes in the productive crazy fun things we accomplish.	4.17	4.75	4.00	3.75
<b>Accountability</b>	<b>3.79</b>	<b>4.62</b>	<b>3.38</b>	<b>3.38</b>
Leader is never satisfied with the status quo and sets challenging goals and objectives to exceed customer expectations.	4.00	4.75	4.00	3.25
Leader works with key stakeholders to develop and implement a best in class sales process and ownership experience.	3.58	4.50	2.75	3.50
<b>Integrity</b>	<b>4.12</b>	<b>4.38</b>	<b>4.12</b>	<b>3.88</b>
Leader does the right thing every time for both customers and dealers, even when no one is looking.	3.83	4.25	3.75	3.50
Leader is transparent and honest communication with our customers and coworkers.	4.42	4.50	4.50	4.25
<b>Total</b>	<b>4.09</b>	<b>4.47</b>	<b>4.07</b>	<b>3.73</b>

## ABC Inc. - Sales - All Team Members

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<b>Quality</b>	<b>4.34</b>	<b>4.42</b>	<b>4.25</b>
Leader creates an environment where each individual's actions contribute to the common goal.	4.13	4.25	4.00
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<b>Teamwork</b>	<b>4.44</b>	<b>4.38</b>	<b>4.50</b>
Leader always provides the best communication and support to our regions, dealers and customers.	4.50	4.50	4.50
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<b>Innovation</b>	<b>4.54</b>	<b>4.50</b>	<b>4.58</b>
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Leader creates the unexpected, does the unprecedented and enjoys what we do.	4.50	4.25	4.75
Leader starts each day with 100% enthusiasm and relishes in the productive crazy fun things we accomplish.	4.38	4.50	4.25
<b>Accountability</b>	<b>4.38</b>	<b>4.38</b>	<b>4.38</b>
Leader is never satisfied with the status quo and sets challenging goals and objectives to exceed customer expectations.	4.25	4.25	4.25
Leader works with key stakeholders to develop and implement a best in class sales process and ownership experience.	4.50	4.50	4.50
<b>Integrity</b>	<b>4.31</b>	<b>4.50</b>	<b>4.12</b>
Leader does the right thing every time for both customers and dealers, even when no one is looking.	4.25	4.50	4.00
Leader is transparent and honest communication with our customers and coworkers.	4.38	4.50	4.25
<b>Total</b>	<b>4.40</b>	<b>4.43</b>	<b>4.37</b>

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<b>IMPROVEMENT STEPS</b>	Reach out to understand 360 Vital Few expectations.	Find one area to focus on each day and ask your team for MoLo suggestions.	Expand from one area to two areas to focus on each day.	Ask someone who is scoring at 4.0 or higher how they do it.	Identify your low scoring areas and focus on improving them.	Make what you generally do into what you always do.	Keep improving as you are a role model for others.	Ask your manager how you can help others improve and do it.