



ABC Inc. - Individual Results - Joe Smith, Sales

| | Individual 1/25/2016 | Department 1/25/2016 | Company 1/25/2016 |
|--|-------------------------|-------------------------|----------------------|
| Quality | 4.25 | 4.34 | 4.12 |
| 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 |
| Teamwork | 4.50 | 4.44 | 4.40 |
| 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 ownership experience aligns with customer interest. | 4.50 | 4.38 | 4.50 |
| Innovation | 4.58 | 4.54 | 4.33 |
| 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 |
| Accountability | 4.38 | 4.38 | 4.03 |
| 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 |
| Integrity | 4.12 | 4.31 | 4.20 |
| 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 |
| Total | 4.37 | 4.40 | 4.21 |

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

| 360 INPUTS | 1 NEVER | 2 OCCASIONALLY | 3 HALF the TIME | 4 MOST of the TIME | 5 ALWAYS | | | |
|--------------------------|---|--|---|---|--|---|--|---|
| 360 SCORE | 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+ |
| IMPROVEMENT STEPS | 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 |
|--|-------------------------|----------------------|
| Quality | 4.34 | 4.12 |
| 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 |
| Teamwork | 4.44 | 4.40 |
| 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 ownership experience aligns with customer interest. | 4.38 | 4.50 |
| Innovation | 4.54 | 4.33 |
| 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 |
| Accountability | 4.38 | 4.03 |
| 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 |
| Integrity | 4.31 | 4.20 |
| 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 |
| Total | 4.40 | 4.21 |

ABC Inc. - Sales - All Team Members

| | Department 1/25/2016 | Sue Jones | Joe Smith |
|--|-------------------------|--------------|--------------|
| Quality | 4.34 | 4.42 | 4.25 |
| 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 |
| Teamwork | 4.44 | 4.38 | 4.50 |
| 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 ownership experience aligns with customer interest. | 4.38 | 4.25 | 4.50 |
| Innovation | 4.54 | 4.50 | 4.58 |
| 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 |
| Accountability | 4.38 | 4.38 | 4.38 |
| 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 |
| Integrity | 4.31 | 4.50 | 4.12 |
| 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 |
| Total | 4.40 | 4.43 | 4.37 |

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

| 360 INPUTS | 1 NEVER | 2 OCCASIONALLY | 3 HALF the TIME | 4 MOST of the TIME | 5 ALWAYS | | | |
|--------------------------|---|--|---|---|--|---|--|---|
| 360 SCORE | 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+ |
| IMPROVEMENT STEPS | 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

| | Overall Survey 1/25/2016 |
|--|-----------------------------|
| Quality | 4.12 |
| 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 |
| Teamwork | 4.40 |
| Leader always provides the best communication and support to our regions, dealers and customers. | 4.30 |
| Leader ensures that all decisions affecting the ownership experience aligns with customer interest. | 4.50 |
| Innovation | 4.33 |
| 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 |
| Accountability | 4.03 |
| 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 |
| Integrity | 4.20 |
| 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 |
| Total | 4.21 |

ABC Inc. - All Department Totals

| | Cust Svc. 1/25/2016 | Sales 1/25/2016 |
|--|------------------------|--------------------|
| Quality | 3.97 | 4.34 |
| 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 |
| Teamwork | 4.38 | 4.44 |
| 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 ownership experience aligns with customer interest. | 4.58 | 4.38 |
| Innovation | 4.20 | 4.54 |
| 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 |
| Accountability | 3.79 | 4.38 |
| 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 |
| Integrity | 4.12 | 4.31 |
| 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 |
| Total | 4.09 | 4.40 |

ABC Inc. - Customer Service - All Team Members

| | Department 1/25/2016 | Donna Grimes | Bob Jones | Joe Gibbs |
|--|-------------------------|-----------------|--------------|--------------|
| Quality | 3.97 | 4.17 | 4.17 | 3.58 |
| 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 |
| Teamwork | 4.38 | 4.62 | 4.50 | 4.00 |
| 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 ownership experience aligns with customer interest. | 4.58 | 4.75 | 4.75 | 4.25 |
| Innovation | 4.20 | 4.58 | 4.17 | 3.83 |
| 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 |
| Accountability | 3.79 | 4.62 | 3.38 | 3.38 |
| 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 |
| Integrity | 4.12 | 4.38 | 4.12 | 3.88 |
| 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 |
| Total | 4.09 | 4.47 | 4.07 | 3.73 |

ABC Inc. - Sales - All Team Members

| | Department 1/25/2016 | Sue Jost | Bob Smith |
|--|-------------------------|-------------|--------------|
| Quality | 4.34 | 4.42 | 4.25 |
| 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 |
| Teamwork | 4.44 | 4.38 | 4.50 |
| 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 ownership experience aligns with customer interest. | 4.38 | 4.25 | 4.50 |
| Innovation | 4.54 | 4.50 | 4.58 |
| 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 |
| Accountability | 4.38 | 4.38 | 4.38 |
| 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 |
| Integrity | 4.31 | 4.50 | 4.12 |
| 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 |
| Total | 4.40 | 4.43 | 4.37 |

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

| 360 INPUTS | 1 NEVER | 2 OCCASIONALLY | 3 HALF the TIME | 4 MOST of the TIME | 5 ALWAYS | | | |
|--------------------------|---|--|---|---|--|---|--|---|
| 360 SCORE | 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+ |
| IMPROVEMENT STEPS | 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

| | Overall Survey 1/25/2016 |
|--|-----------------------------|
| Quality | 4.12 |
| 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 |
| Teamwork | 4.40 |
| Leader always provides the best communication and support to our regions, dealers and customers. | 4.30 |
| Leader ensures that all decisions affecting the ownership experience aligns with customer interest. | 4.50 |
| Innovation | 4.33 |
| 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 |
| Accountability | 4.03 |
| 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 |
| Integrity | 4.20 |
| 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 |
| Total | 4.21 |

ABC Inc. - All Department Totals

| | Cust Svc. 1/25/2016 | Sales 1/25/2016 |
|--|------------------------|--------------------|
| Quality | 3.97 | 4.34 |
| 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 |
| Teamwork | 4.38 | 4.44 |
| 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 ownership experience aligns with customer interest. | 4.58 | 4.38 |
| Innovation | 4.20 | 4.54 |
| 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 |
| Accountability | 3.79 | 4.38 |
| 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 |
| Integrity | 4.12 | 4.31 |
| 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 |
| Total | 4.09 | 4.40 |

ABC Inc. - Customer Service - All Team Members

| | Department 1/25/2016 | Donna Grimes | Bob Jones | Joe Gibbs |
|--|-------------------------|-----------------|--------------|--------------|
| Quality | 3.97 | 4.17 | 4.17 | 3.58 |
| 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 |
| Teamwork | 4.38 | 4.62 | 4.50 | 4.00 |
| 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 ownership experience aligns with customer interest. | 4.58 | 4.75 | 4.75 | 4.25 |
| Innovation | 4.20 | 4.58 | 4.17 | 3.83 |
| 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 |
| Accountability | 3.79 | 4.62 | 3.38 | 3.38 |
| 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 |
| Integrity | 4.12 | 4.38 | 4.12 | 3.88 |
| 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 |
| Total | 4.09 | 4.47 | 4.07 | 3.73 |

ABC Inc. - Sales - All Team Members

| | Department 1/25/2016 | Sue Jost | Bob Smith |
|--|-------------------------|-------------|--------------|
| Quality | 4.34 | 4.42 | 4.25 |
| 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 |
| Teamwork | 4.44 | 4.38 | 4.50 |
| 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 ownership experience aligns with customer interest. | 4.38 | 4.25 | 4.50 |
| Innovation | 4.54 | 4.50 | 4.58 |
| 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 |
| Accountability | 4.38 | 4.38 | 4.38 |
| 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 |
| Integrity | 4.31 | 4.50 | 4.12 |
| 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 |
| Total | 4.40 | 4.43 | 4.37 |

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

| 360 INPUTS | 1 NEVER | 2 OCCASIONALLY | 3 HALF the TIME | 4 MOST of the TIME | 5 ALWAYS | | | |
|--------------------------|---|--|---|---|--|---|--|---|
| 360 SCORE | 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+ |
| IMPROVEMENT STEPS | 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. |