

# Measuring Success

## Worksheet

by Karl W. Palachuk

### 1. Why does your business exist?

- How does your business improve the life of the owner(s)?
- How does it contribute to the long-term personal goals of the owner(s)?

**WHY?**

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### 2. Profit

- What is your true bottom line? This is your salary plus dividends or owner draws.

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- Is profit good, in your opinion?
- Is profit what you'd like it to be?
- How was last year compared to the year before?
- Are you headed in the right direction, or do you need to make changes to the system?

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### 3. Vision

- What will your successful business look like five years from now?

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#### 4. Your System

- Do you have a stable system?
  - A stable system is made up of known, documented, shared, predictable processes with predictable outcomes.

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- If yes, who is responsible for improving the system (person or team)?

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- How do you evaluate the quality of your service/system? Is service better than it was one year ago? How do you know?

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#### 5. Employees

- How are you doing with constant and consistent employee feedback that allows them to fully participate in the success of your system?
  - Note: You cannot answer this question without discussing it with employees.

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- Do you supervise employees or lead them?
  - Would your employees give the same answer?

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#### 6. Clients

- Do you hold regular client “roadmap” meetings?
  - If so, with all clients, or just some?

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- Do clients consider your company to be “part of their team?” How do you know?

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