

D&A MAP: WETLAB Q3 2023
Dependable & Accountable Map of Your Organization's Success

Like DNA, your Dependable and Accountable Map allows you to see how each member of the organization is doing their role to help achieve the desired goals. Review your role and support others in their roles to help the organization work together, strive to be organized. Many great goals, from representing all the way down to each individual, are vital for the organization to function as needed. You are a vital part of this organization and are needed for us to achieve our desired goals.

- Key Initiatives (Annual)**
- Leverage technology to meet TAT
 - Increase Client Engagement through touches
 - Hitting Daily Standards >75%
 - Build a strong and cohesive workforce
- Michelle**
- Completion of the Beta CRM/WETLAB Portal
 - Individual meetings with Top 20 clients (receiving poor performance) - create meeting agenda/questions/process, identify list, execute
 - Meet Daily Standards for ICP, ICPMs, IC >85%
 - Oversight of usage and engagement with individuals 90-day goal rush
 - 5 Back Up Analyst Rate >75% (weekly Group Lead audits, training docs, etc)
- Neil**

