****

Working Solutions – Proprietary & Confidential

d

***2023 Relentless Focus on Retention & Revenue***



Retention

* **Improve PRO Retention**
	+ Overall PRO attrition at or below 10%
	+ PRO Appreciation/Morale Boosters
		- Each Program to share their monthly mission
* **Survey Squad**
	+ PRO Satisfaction Survey Results
		- BIG 3
			* *Scheduling, Communication, and Pay*
	+ CLIMB Survey🡪 *New Need to Create*
	+ Huddle Survey🡪 *New Quick 3 Questions*
	+ Exit Survey🡪 *Need to Revamp*
		- All housed in PBI
* **Team Retention**
	+ Professional Development
	+ Meaningful Performance Reviews
	+ Communication
		- Monthly Team Meetings
		- Quarterly Huddles with Leadership Team
	+ Morale Boosters

Revenue

* **Increase Existing Program Revenue by 11% *(****Going to be tight- balance will be key projecting 8%)*
	+ Biggest growth opportunities on existing accounts
		- *ALG, BioTel, TurboTax, FedPoint, Credentia*
* **No Hours Left Behind**
	+ Need to meet/exceed 90% Work Adherence
* **Scalable Solutions**
	+ Improving Team Efficiency by 25%
	+ Shared Services
	+ On Demand Support
	+ Automation🡪 Strong focus on Program Assistant needs
* **Target Margin Health**
	+ Need to meet/exceed 85% success
* **Winning The Work**
	+ High Performing Teams Win
		- Need to meet/exceed 95% of all Program KPI’s
		- Find additional revenue streams and opportunities with current clients
		- Sharing program success stories and gaining client testimonials

Working Solutions – Proprietary & Confidential