

IMPROVEMENTS WORKSHEET

Key Management Area: _____

Table Number: _____

Why was this management area ranked 'low achievement'?	
What will constitute 'high achievement' in this management area?	
What are the causes of your achievement gap?	
What changes will the utility need to make to improve performance?	
Who will need to be involved for these changes to take place?	
How could you track your performance progress?	
What will be the biggest challenges to performance improvement?	
Are there resources that you are aware of that support improving performance in this management area?	