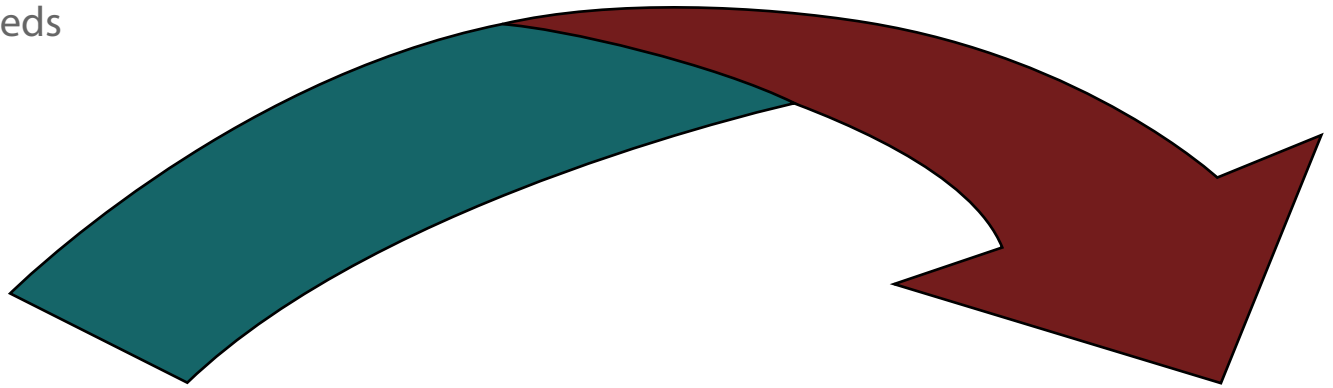


Performance Counts - "It's about relationships"

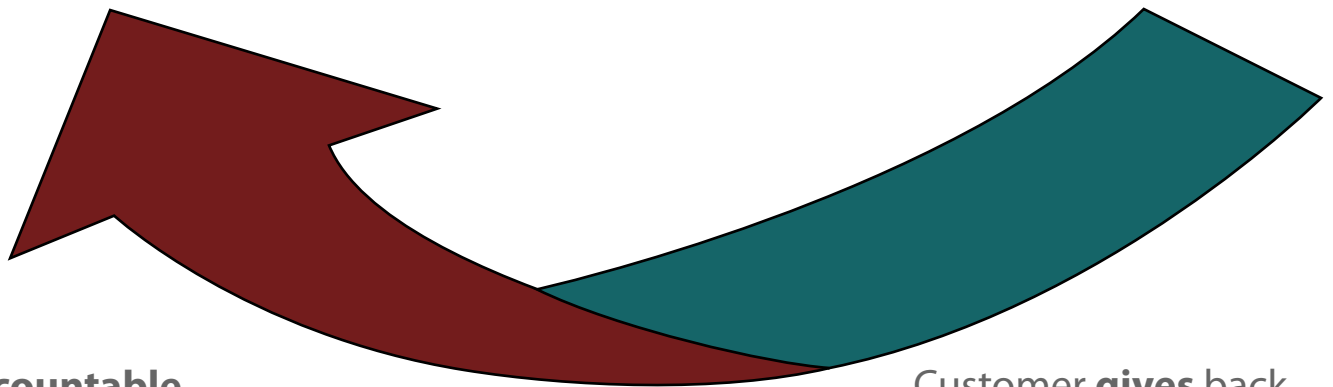
Employees are Responsible
to **give**... to meet customers'
needs

Customer **receives**...
their needs are met



Organization/Employee

Customer



Accountable
for **results** we receive... back results the
employee / organization created / attracted

Customer **gives** back

POINT: *I AM RESPONSIBLE to give the customer what they need and want.*

POINT: *I AM ACCOUNTABLE for the results that I attract/receive create.*