

A health scorecard for your PM business



For each statement below, rank your business on a scale of 1 to 5, where 1 is weak and 5 is strong. Check the appropriate box for each statement.

	1	2	3	4	5
1 We have a clear vision in writing that has been properly communicated and is shared by everyone in the company.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 Our core values are clear, and we are hiring, reviewing, rewarding, and firing around them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 We respond to all inquiries (both owner-clients and tenants) within 24 business hours.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 In the past 12 months we have added more doors than we have lost.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 We have a process for ensuring each owner-client is a good fit and we turn away prospective owner-clients that are not.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 Our web site is updated and includes a clearly visible call to action (ie - click here for free rental quote) on the home page.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 Our property management agreement is updated and includes an assignability clause, and language allowing the company to make unilateral changes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 When I look at our employees I do not regret any hiring decisions and all people are in the 'right seat on the bus'.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 Each team member understands exactly what their role is, how they contribute to the overall success of the organization, and what winning looks like for their role.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 We manage each owner and property exactly the same and don't make "exceptions" for owners.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 I feel confident that the business is on the right track for the upcoming year.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 The company has a bank savings account or retained earnings account and we deposit money into it each month.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 We hold weekly one-on-one meetings for each team member and a monthly all-team meeting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14 All meetings are on the same day and at the same time each week (or month), have the same agenda, start on time, and end on time.

15 If I were unexpectedly out of the office for a week straight, the team could function without me.

16 Our core process are documented, simplified, and followed by all to consistently produce the results we want.

17 We have systems for receiving regular feedback from customers and employees, so we always know their level of satisfaction.

18 Each employee has a scorecard for tracking their metrics or measurables, and it is reviewed with them each month.

19 Our trust accounting process is documented, and each monthly close-out reconciliation is reviewed by at least two people.

20 We close the company books on time each month, and I review financial and other metrics monthly.

Count the number of times you checked a box in each column and enter that total count here

(x) multiple the above number by this number:

1 2 3 4 5

(=) enter your subscore

(+) add the five numbers from your above subscore
This is your health-score

What your score means

<p>If your score falls between:</p> <p>20 and 34% - You need to make some immediate changes to your business</p> <p>35 and 49% - You are normal, but changes are needed</p> <p>50 and 64% - You are above average, but there is room for improvement</p> <p>65 and 79% - You are well above average</p> <p>80 and 100% - This is where the most successful companies score</p>
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