



**The National Association for the Employment of People who are Blind**

Strategic Planning Committee Update

Board Meeting January 23, 2018

Submitted by Reinhard Mabry, VP Strategic Planning Committee

The Strategic Planning Committee met [January 16, 2018](#). Attendees included CJ Lange, Eric Stueckrath, Rudy D'Amico, Karen Walls, Libby Murphy and Matt Wieseler. Attached is the final end of the fiscal year report of the strategic plan results and scorecard for FY2017.

The committee reviewed the results and is recommending the committee chairs provide input on the numerical goals for FY2018. It is recommended that the scorecard align with NIB goals where appropriate such as a 1.5% growth rate in direct labor hours and a 3% growth rate in AbilityOne sales. Where there are no corresponding NIB goals, the committee suggests the FY2017 year end results generally be used as the goal for FY2018 or with a modest improvement.

The committee further agrees with the committee chairs that the five tactics that were identified for deletion should be eliminated from the 2018 plan as no longer being a focus of attention in light of current priorities and urges membership adoption of this amendment to the plan.

The committee further recommends that the identified priorities listed on the slide entitled "What's Missing" should be incorporated into the 2018 amended plan and tactics, with the possible exception of the Flowdown Agreement, which has been placed on hold by the AbilityOne Commission.

Respectfully submitted,

Reinhard Mabry

# NAEPB Scorecard



## PROGRAM STEWARDSHIP

Measurement	Wt	Last Full Yr	Full Yr Goal	Curr YTD	Source / Comments
Program Direct Labor Ratio	35	80.6%	80.0%		Committee asks: Should this goal be 75%, aligning with JWOD law?
NPA Compliance	30	98.4%	100.0%		Committee asks: Is 100% attainable or is this an aspirational goal?
Support for AbilityOne	20	157	160		Modest increase YOY
NPA BSC Compliance	15	92.3%	100.0%		Committee asks: Is 100% attainable or is this an aspirational goal?

## EMPLOYMENT GROWTH AND EMPLOYMENT SATISFACTION



Measurement	Wt	Last Full Yr	Goal for Year	Curr YTD	Source / Comments
Direct Labor Hours Growth	30	-1.2%	1.5%		Corresponds with NIB goal
White Collar Jobs	30	1,085	1,100		Modest increase YOY
Market Compliance	25	102	90		Modest Improvement YOY
Upward Mobility	15	169	170		Modest increase YOY

## CUSTOMER SATISFACTION AND OPERATIONAL EXCELLENCE



Measurement	Wt	Last Full Yr	Goal for Year	Curr YTD	Source / Comments
Delivery Performance	40	66.2%	90.0%		Committee asks: is there a more accurate metric, as Essendant data is flawed?
Social Media Followers	30	6,591	7,000		Modest increase YOY, but should we strive for more with Mktg Plan?
NPA Growth	30	28	50		What should we expect?

## MEMBERSHIP ENGAGEMENT AND VALUE



Measurement	Wt	Last Full Yr	Goal for Year	Curr YTD	Source / Comments
Number of Members	35	59	60		Modest increase YOY
Member Engagement	25	73%	75%		Modest increase YOY
Board Reports	25	89%	90%		Modest increase YOY
Member Support	15	36	38		Modest increase YOY

## SALES AND BUSINESS GROWTH



Measurement	Wt	Last Full Yr	Goal for Year	Curr YTD	Source / Comments
AbilityOne Sales Growth	25	-7.0%	3.0%		Corresponds with NIB goal
BSC Sales Growth	25	2.2%	3.0%		NIB checking to see if it has a goal; otherwise, modest increase YOY
Portfolio Management	25	105	110		What should we expect?
NPA Project Support	15	30	35		What should we expect?

Note: The signal light represents the weighted average of the color ratings in each section. Green indicates NAEPB is on pace to meet or exceed the goal, yellow represents current pace will attain 80%-99% of goal and red represents current pace will attain 79% of goal or below.

Scorecard current as of Thursday, January 18, 2018