

Active Lock & Key

Key Accountabilities

	Key Outcome	Key Criteria
Fieldwork	Service to Customers <i>Friendliness</i> <i>Courteous</i> <i>Professional</i>	By accomplishing the outcomes, you acquire a satisfied customer, which in turn results to a commitment from them, and an ongoing business relationship which equals more income
	Punctuality <i>Job</i>	Getting to the required job at the required time allows for satisfaction by both the customers and the other members of the team. For the customer, it proves that you are willing and reliable. For the team, it allows the day to run on schedule. and avoids for unsatisfied customers that are booked throughout the day.
	Completion <i>Completed assigned jobs</i>	Completing all the work that was scheduled for the day, once again results in satisfied customers and co-workers
	Outside Jobs <i>Majority of outside work</i> <i>Minority of bench work</i>	The outside work creates the majority of the income for the business. Although the bench work is an important aspect of the business, it can be completed by another.
Measuring and Quoting	Up Selling <i>Products</i> <i>Services</i>	By up selling products and services to customers, you are increasing cash flows for the business, which in turn provides a happy environment for all!
	Quotes	Quoting is an important part of your job. This allows for a consistent flow of operations and continues work. Understanding the customers needs and wants is also important and should be taken into consideration when quoting is done.
Key Schedules	Key Systems <i>Maintenance</i> <i>Expansion & Design</i>	Keeping the machines up to date and running allows for the smooth running of the business. Keeping us up to date with the fast moving technology.

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Responsibilities/ Team Work/ Communication	Traineeship <i>Apprentice Traineeship</i>	Assisting the apprentice where required will allow for others to get a better understanding of the operations of both the business and the field.
	Procedures <i>Follow Procedures - old & new</i>	Once again, procedures are there for a reason. They allow for things to go to plan, a method to acquire a particular outcome.
	Paperwork <i>Fill out paperwork</i>	Paperwork is an important part of the administration section of the business. Without the paperwork filled out correctly and accurately, the administrative part cannot function to it's full potential. It also allows for instant information on various jobs. All paperwork is to be completed before the next job is started.
	Service Vehicle <i>Maintenance Reports Cleanliness</i>	You are to be responsible for the maintenance of service report for your vehicle. Also, you are to keep it clean, in your own time. You drive the vehicle around and you would know when something is not right, and when it needs a clean.
	Instructions <i>Follow Instructions</i>	Instructions are there for a reason. In many cases these instructions are coming from a higher authority, a customer/contractor with specifications, etc. They are made to be followed, to allow for a smooth flow of work.
	Confidentiality <i>Maintain the Confidentiality</i>	Customers information and details are to be kept within the business. You are not relay this confidential information with a third party.
	Responsibility <i>Your Actions Work</i>	You are to be responsible for your actions - honesty. You are also to make your own decisions on the work that is required, and the action plan that should be taken to complete the job. Once again, taking responsibility. By accepting this, you are avoiding a build up and delay on jobs as well as confusion as to who did what, when and where.

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Responsibilities/ Team Work/ Communication (continued)	Respect <i>Staff</i>	You are to respect all other staff and their duties. You are not to try and do the work of the other staff members and when you are told to do something by another - don't argue. This allows for a smooth flow of operations as each section of the job is divided between separate members of staff. And can be completed with confidence and respect.
	Team Work <i>Help others where needed</i> <i>Complete your part of the job</i> <i>Don't work against others</i>	By assisting others and completing what you have to, makes the business operations run smoothly. By working against others, the flow of the business will be at a risk, and could cause 'stuff ups'.
	Punctuality <i>Work</i>	Getting to work on time allows for the day to start in the correct manner, where everything is running as planned. It also avoids unhappy co-workers.
	Communication <i>Job requirements</i> <i>Co-workers</i> <i>Craig Mc</i>	Communication is an important aspect throughout every day to day operations - including within this business. Communicate with the relevant staff members on how each job is progressing, what is still required and when the job is completed. Communication is also important with non-job aspects. Including mentioning to Craig Mc when something is bothering you, or someone else is not pulling their weight, etc.