

A close-up, slightly blurred photograph of a table football (foosball) table. The background shows several rows of players on the table, alternating between blue and red jerseys. The players are mounted on silver rods. The lighting is warm, creating a bokeh effect in the background.

THE  
**SCORE**  
**BOARD**

WORKSHEET

# Scoreboard Design

Part of designing an effective scoreboard is understanding the Capacity that is currently in your business. Have a think about what you'd consider a "busy" or "good" month in terms of revenue turnover etc. Often this can represent your capacity whereby payroll and overheads didn't need to increase significantly, but you still seemed to cope with the volume of work. Have a look at the scoreboards on the following 2 pages to see which one (or both) would work for your business. We've given you an example of a "Sales Pipeline" Scoreboard and a "Chargeable Hours" Scoreboard. Get some ideas from them and build your own on the last page...

**Title:** e.g. Sales Activity per Week per Person (Getting Work IN)

Sales Process	Monday	Tuesday	Wednesday	Thursday	Friday	Total Made	Target
Phone Calls or Follow Ups Made							
Appointments Confirmed							
Proposals/Quotes Presented							
Confirmed Work							

Reasons for Differences between Total and Target:

How to Overcome the Hurdles:

# Scoreboard Design

Now we need to compare your KPI (Key Performance Indicator e.g. Chargeable Hours) to a Target. You may not be able to do this until you get an idea of what is currently being produced (from measuring your KPI). Once you have an idea of what to aim for, your KPI and your Target need to be displayed on a Scoreboard. A Scoreboard should be “low-tech” like a whiteboard or “butcher paper” and displayed where it can be seen by those being measured (rather than hidden in a file or folder somewhere). Check out the example and design your own...

**Title:** e.g. Chargeable Hours per Day per Technician (Getting Work OUT)

Job/Person/Team	Monday	Tuesday	Wednesday	Thursday	Friday	Hours Charged	Hours Worked
Technician 1							
Technician 2							
Technician 3							

Reasons for Differences between Total and Target:

How to Overcome the Hurdles:

# Scoreboard Design:

Your Turn... see which one is closest to your business's KPI and Draft up your Scoreboard Design... Remember this is a draft and may need a little more thought and tweaking. Main purpose is to make a start. There is a blank on the next page if you want to start from scratch...Remember it helps to start with the title first before deciding who you want to display the scoreboard to (e.g. team or individual or job etc)

**Title:**

	Monday	Tuesday	Wednesday	Thursday	Friday	Total	Target

Reasons for Differences between Total and Target:

How to Overcome the Hurdles:

## Implementation Notes:

Based on what we have worked on here, what are the tasks that need to be done to implement this strategy effectively?