

## World Class Leadership Relationship Profile Form

Customer Name \_\_\_\_\_ Relationship Type \_\_\_\_\_ Date \_\_\_\_\_

Current World Class Leadership Overall Satisfaction Mean Score \_\_\_\_\_

	Current WCL Value Self Rating (1 - 10)	Actions I can take to improve in each area:
Quality	_____	
Value	_____	
Timeliness	_____	
Efficiency	_____	
Environment	_____	
Connection	_____	
Self Management	_____	
Commitment	_____	
Teamwork	_____	
Innovation	_____	
Total divided by 10 for overall mean score	_____	

Expected Benefits Of Improving Satisfaction In This Relationship:

Potential Damage Or Loss If I Don't Improve This Relationship:

Most Critical Area (To Save Or Maintain Relationship) That Needs Improvement:

Other Help, Assistance Or Cooperation I Need From Others To Improve This Relationship:

Aspects Of This Relationship I Would Like My Customer To Change:

Results I Will Be Able To Measure When This Relationship Improves: