

90 Day Management Integration Plan

Learn the Teams

Overall: Meet the teams, mgmt. Have lunch/dinner. Get through the HR/Orientation. Begin to understand the team's work

PAST: Review Metrics and team reviews, service capacity, scope of work
Present: Know the team, tech & expectations
Future: Understand the direction for team, mgmt, customer

Learn the Objectives

Complete introductions; vertical & horizontal

PAST: Performance Reviews, Historical Metrics
Present: Barriers, collateral teams, Technology, know stakeholders, key customers, customer expectations
Future: direction for Product, Contacts

Learn the Systems


Genchi Gembutsu – "Boots On"


Workshop Activity to know the mind of the team.


Focus on Operational approach


PAST: Know what my team does/doesn't do well and why
Present: Barriers, SWOT analysis of my team, seasonal trends and workload demands, staffing needs
Future: understand training & staffing needs, begin improvement plans, team promotion plans, competing technology, 5S

Day 0 Week 1 Week 2 30 Days 45 Days 60 Days 75 Days 90 Days

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Milestone 1
Integrate into the company
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Milestone 2
Integrate into mgmt team
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Milestone 3
Integrate into Operations
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Milestone 4
Know the customer experience