30, 60 and 90-day reviews

Thirty minutes each. Compare with your real starting counts, not the report's estimates.

1 Day 30 review

Date: Who attended:

Measure	Real start	Day 30	Better / same / worse

What improved?

What didn't, and why do we think so?

Which estimates have we replaced with real counts? What will we change in the next 30 days?

2 Day 60 review

Date: Who attended:

Measure	Real start	Day 60	Better / same / worse

What improved?

What didn't, and why do we think so?

What will we stop, start or change? Who needs more help or time?

30, 60 and 90-day reviews

Day 90: what improved, what didn't, and which leak to take on next.

3 Day 90 review

Date: Who attended:

Measure	Real start	Day 90	Better / same / worse

What improved?

What didn't, and why do we think so?

What have we learned about why customers stay or leave?

Next quarter

Next leak to take on	Why this one	Owner	New goal