

Where we Were		Where we are Going	Impact and Examples
Manual Processes		Electronic Automated Processes	Eg: Meeting Flyers: flexibility, graphic appeal, accuracy, expense
Paper		Virtual	Membership applications are a classic example
Task Centric		Service Centric	Premium Organization appendix and contract staffing team. <i>What Services do you want? What skill level is needed?</i>
Tactical , task based emphasis on measurement		Strategic Emphasis, tactically applied, toward a measurable outcome	Everything we do should support/promote a purposeful result, a measurable outcome, as directed by our clients. Our Contracts reflect our drive to measurable outcomes
Gathering Data		Using Data to support decision-making	Board Admin reports will begin to change this year, to reflect data over time, trending, membership use/value
Self Management of our time		Client management of our time	More information, sooner. Key tasks and accomplishments for the month prior recorded and shared. Invoicing that supports this goal.
Hours based Billing		Service based billing with Outcomes and Goals	We are helping our clients ask the questions they should be asking, at least once a year.
Support (<i>replace</i>)Volunteer efforts		Support and <i>enhance</i> volunteer efforts	Engagement, accountability, and your mission/vision first
One size fits all		Tailored shopping list	Consistency with <i>how we do things</i> for all clients, not consistency with <i>what we do</i> for each client
Two billable rates		4 billable rates	Match knowledge and skill levels to that service which is needed
Single Relationship contact		Visible Team contact	Flexibility, back up service
Client provides/pays for their electronic service platform		We provide/seek out the electronic service platform and make recommendations	Conference Calling tools, Survey Monkey, Wild Apricot, Board Source and other association management tools
Emphasis on Accuracy		Accuracy and Efficiency	Better, faster, always improving with each iteration
Understanding and Guiding governance		Coaching and Teaching Governance	Building stronger boards and stronger board relationships
Assuming our story is known		Telling our story	Strategic Planning Environmental Assessment, Premium Organization Website expansion plans, more visibility and contact across the entire team