

SCORECARD SUMMARY  
Exhibit 58 Worksheet 2

Question						
1. How important is developing effective profitability ranking reports?						
What is the company's AI percentage score for maximizing sales of most profitable items to most profitable customers?						
2. How important is it to know best, strategic effectiveness diagnostics & follow up plays for each branch?						
What is the company's AI percentage score for: Best strategic-effectiveness diagnostics & play execution?						
What is the company's percentage score for best practice efficiency plays?						
3. How important is looking at transformational opportunities?						
What is the company's AI percentage score for doing breakout business model innovation?						
4. How important is it to know & upgrade the current portfolio of innovation activities?						
What is the AI percentage score for innovation efforts?						
5. How important is doing and understanding profitability ranking reports?						
6. How important is it for us to upgrade our "change management capability"?						
What is the company's AI percentage score for "change management"?						
7. How big a problem/opportunity is updating group-think?						
How progressive is the thinking behind our AI activity? Give a percentage answer.						
8. How important is it to re-tune our group-think assumptions for succeeding in a slow/flat growth era?						
9. How important is it for our company to achieve noticeable service value that lowers customer's TPC & then be able to sell that benefit convincingly?						
What is the company's AI percentage for the above question?						
10. How important are strategic maps, bottom-up linkage knowledge & the metrics to make it happen?						
What is the company's current AI percentage for this objective?						
11. How important is it to define & measure our #1, most-profitable, customer niche pool?						
What is the company's AI percentage on the above?						
12. How important is it for our company to improve our people & service metrics?						
What is the company's AI percentage for People engagement(metrics)?						
Service excellence (metrics)?						
Customer niche focus (metrics)?						

