



# Healthy Linney Company

This statement illustrates what we take into account to decide whether a company is healthy or not. You can see there are only three out of the ten that are direct financial measures. The remainder are about our people and what they are achieving.

- 1 Right proportional relationship between sales and costs.
- 2 Right return on capital in the business.
- 3 Right efforts and results in generating enough cash to protect and develop the business.
- 4 Right people attitudes prevailing throughout to constantly improve the business, especially with regard to quality, waste reduction, education and training, knowledge of best practice, teamwork\* and workplace<sup>†</sup> knowledge.
- 5 Right implementation rate of constantly improved processes, systems and techniques, especially with regard to quality, waste reduction, education and training, knowledge of best practice, teamwork\* and workplace<sup>†</sup> knowledge.
- 6 Right position of products and company in the market.
- 7 Right appreciation of short- and mid-term plant/equipment requirements.
- 8 Right image of the Company in the market especially with regard to customer service.
- 9 Right level of proficiency on standard housekeeping requirements.
- 10 Right levels of staff turnover to ensure the continuity, development and prosperity of the business.

\*Teamwork is defined as groups of staff meeting regularly, reviewing workplace knowledge, interpreting and acting on it. Teams should also be experimenting to continually improve quality, performance and their own knowledge.

<sup>†</sup>Workplace knowledge is defined as knowledge of performance data relevant to an individual's work area. There is no future in our people not understanding and interpreting work area performance data. If our people don't know where they are, they cannot improve. They must be trained to record, understand and interpret data.