PRMG | LEADERSHIP CONFERENCE 2026

PEOPLE / PROGRESS / A BRIGHTER TOMORROW

PROTECT JUDGMENT.
CREATE CONSISTENCY.
INCREASE CONNECTION.

START KPI SCORECARD

Measure what changed before you scale.

PRMG Leadership Conference 2026 | Abdel Khawatmi

PRMG 25

PEOPLE.
PROGRESS.
A BRIGHTER
TOMORROW.

WORKFLOW TESTED	OWNER	START DATE	REVIEW DATE
		MM / DD / YYYY	MM / DD / YYYY

What changed?

MEASURE. LEARN. IMPROVE. SCALE.

01 Time Saved Per Week

How many hours did you save per week?

BASELINE	TARGET	ACTUAL

02 Response Speed

How much faster are you responding?

BASELINE	TARGET	ACTUAL

03 More Conversations

How many more meaningful conversations are happening?

BASELINE	TARGET	ACTUAL

04 Better Follow-Up

Are you following up more consistently?

BASELINE	TARGET	ACTUAL

05 Cleaner Coaching / Consistency

Is your process more consistent and easier to coach?

BASELINE	TARGET	ACTUAL

06 Stronger Customer Experience

Is the experience better for your customers?

BASELINE	TARGET	ACTUAL

Before / After Notes

What did you observe? What's different now?

Decision

Based on the results, what's next?

- ☐ **Stop** — Not delivering the expected impact.
- ☐ **Improve** — Showing progress, but needs refinement.
- ☐ **Scale** — Proven value — expand to more people or teams.

If there is no outcome, you automated activity — not improvement.

A BRIGHTER TOMORROW.