

The Level 10 Meeting Agenda

Meetings are held every week at the same time and place every week. Every attendee is expected to be at his or her seat, phones and computers turned off, at the exact meeting start time. “On time” implies attendees are in their seats *prior* to the designated start time.

Agenda Item	Description	Duration
Segue	Each attendee briefly mentions one personal and one business accomplishment or highlight in the past week	5 Minutes
Scorecard Review	Update weekly Scorecard (metrics) for each attendee. No discussion; add issues to the issues list.	5 Minutes
Rock Review	Each attendee simply states “On track” or “Off track” for each assigned “Rock” (90-day goal). No discussion; add issues to the issues list.	5 Minutes
Customer/Employee Headlines	One-sentence good/bad reports about customer interactions and employees. No discussion; add issues to the issues list.	5 Minutes
To-Do List	Each attendee states “Done” or “Not Done” for each assigned To-Do list item from the previous week. No discussion; add issues to the issues list.	5 Minutes
Issues: Identify/Discuss/Solve	Use three-step issue solving methodology to find the root cause of each issue, briefly discuss, and identify specific actions to be taken by specific individuals to solve the issues. First prioritize all issues, and then IDS (Identify/Discuss/Solve) starting with the highest priority issue.	60 Minutes
Conclude	Recap To-Do List and rate the meeting (1 to 10)	5 Minutes