CROSSROADS DIVERSIFIED SERVICES
VISION 2015

Crossroads Diversified Services, Inc.

ULTIMATE GOAL

GOVERNANCE | MANAGEMENT | GROWTH | BRAND

- ⇒ *To Enhance and Sustain our ability to provide employment opportunities for persons with disabilities and other barriers*
- ⇒ *To Achieve a successful management transition with the least disruption to our customers, services and operations.*

FINANCIAL STABILITY TO SUSTAIN OUR MISSION — *To Achieve* — *We must focus on*

NEW AND MORE LONG-TERM CUSTOMERS — *To Achieve* — *We must focus on*

EFFICIENT AND EFFECTIVE ORGANIZATION — *To Achieve* — *We must excel at*

EFFECTIVE WORKFORCE — *To Achieve* — *We must focus on*

	INTEGRATED FACILITY SERVICES	WORKFORCE DEVELOPMENT SERVICES
FINANCIAL	INCREASE PROFITABILITY REVENUE GROWTH COST CONTROL	CAPACITY TO SERVE
CUSTOMER	CUSTOMER SATISFACTION BRAND IDENTITY ⇒ *Offering "Best Value" Pricing* ⇒ *Innovative "Green"* ⇒ *Cost Efficient Services* CUSTOMER CENTRIC SERVICE SOLUTIONS	EFFECTIVE SERVICES
PROCESSES	QUALITY ASSURANCE SUSTAINING ENVIRONMENTS OPERATIONS MANAGEMENT ⇒ *Financial* ⇒ *Risk and Regulatory* ⇒ *Contract* ⇒ *CRM* ⇒ *Technology*	BEST PRACTICES DOCUMENTATION
PEOPLE	CONTINUOUS EDUCATION & TRAINING JOB SATISFACTION IMPROVE EFFICIENCY EFFECTIVE GOVERNANCE AND LEADERSHIP	MAINTAIN QUALIFICATIONS ⇒ *Licenses* ⇒ *Certifications* ⇒ *Accreditations* COMPENSATION TIED TO STRATEGY INTRA-COMPANY COMMUNICATION

04.16.2010