OKRs
Become a quality, process, and data obsessed operation
Integrate software to support core business unit activities
Be ready to secure a new warehousing facility
Prioritize people and structure with focus on team building and development
Deliver first rate client experiences

KPIs & Goals

Quality
- Develop and implement employee training, retraining, and new employee onboarding modules (4 complete modules, 1 for each function)
  - New Employee Onboarding: Orientation & Training
  - Floor Operations Training
  - Field Operations Training
    - Install
    - Move-outs
    - Furniture Delivery
  - Inventory Operations Training
- Hire and train a full staff of 60 FTEs to support growth
- Develop handling, receiving, and restocking SOPs for 90% of furniture categories
- Develop, deploy, and enforce quality metrics for installs and move-outs

Performance Management
- Develop and implement preliminary performance management guidelines and formalize review cycles for all Vesta hourly employees

Tech
- [Complete by 1/31/18] Full support from product and engineering to implement reliable inventory cycle counting and reconciliation process for current operations
- [Complete by 1/31/18] Filters for product EAMES/catalogue
  - Items > X
  - Color
  - Restrictions for Bonach/$ contract value (i.e. certain inventory can only be accessed once the contract value is greater than $XX,XXX, etc.)
- [Complete by 3/31/18] Parent-Child relationship process and solution finalized and deployed
- [Complete by 3/31/18] Furniture sell through process and solution finalized and deployed
- [Complete by 3/31/18] Sales sheets fully functional and integrated into Vesta sales process

- [Complete by 3/31/18] Ops and Tech finalizes next steps re: small accessories handling and picking

Team Building
- Meet hiring targets for procurement team (2)
  - Procurement Manager
  - Assistant Buyer
- Meet hiring targets for operations (2)
  - LA City Operations Manager
  - LA Field Operations Supervisor
- Successfully onboard the Head of Design Operations to be fully operationally by end of quarter

Planning
- Commence search for the next Vesta warehousing facility first week of March
  - [Complete by 2/28/18] Assess RFID integration potential and decide operational scope of RFID infrastructure going forward
  - [Complete by 2/28/18] Determine infrastructure, operational, and business requirements for next facility and translate into firm budgets and cost model for warehouse search

Sales
- Work with sales management to formalize core service offerings and operations processes in order to provide first tier service to clients
  - [Complete by 1/31/18] Revamp scheduling process to incorporate capacity availability
  - [Complete by 2/28/18] Finalize Vesta product offering guidelines (i.e. what can and cannot be promised to clients, conditionals for installs, etc.)
  - [Complete by 3/31/18] Deep dive on sales pricing and operating margins