

# THINK OF YOUR BUSINESS LIKE A THEATRE

## FRONTEND

(Customer experience from beginning to end)

### Existing Processes

Owned by You	Owned by the Team

### New Processes

Owned by You	Owned by the Team

## BACKEND

(How do you deliver that experience)  
In the coming year

### Existing Processes

Owned by You	Owned by the Team

### New Processes

Owned by You	Owned by the Team

**2020  
OPERATING  
PLAN**

the reason & the road.



## STEPS TO COMPLETE FRAMEWORK

1. Add existing process you'll keep this year.
2. Add new process.
3. Circle those owned by you.
4. Circle those owned by the team.