



DAILY OPS HUDDLE AGENDA (ALIGNED TO WEEKLY KPI SCORECARD)

Purpose: Drive daily execution that moves weekly KPIs

Duration: 10–15 minutes | **Owner:** Ops Manager | **Frequency:** Daily

1. OPEN THE HUDDLE – KPI VISIBILITY (1 MINUTE)

- Ask: “What KPI-related work did NOT move yesterday?”
- Reference Weekly Scorecard RED metrics only
- Rules: No stories. No blame. Just facts.

2. YESTERDAY’S MISSES – SCORECARD IMPACT (3 MINUTES)

- Missed follow-ups impacting Lead → Connect or Set → Kept
- Cases not submitted or advanced impacting Cases Submitted
- Service items unresolved impacting Review Completion
- Assign one owner per item

3. TODAY’S FIXES – MOVE THE NUMBER (3 MINUTES)

- Ask: “What action today moves this KPI?”
- One action, one owner, one expected outcome
- If it doesn’t move a KPI, it doesn’t belong here

4. NEW BUSINESS FOCUS – REVENUE PROTECTION (3 MINUTES)

- Cases pending more than 10 days (Pending Aging KPI)
- NIGO items and suitability-driven delays
- Transfers or funding items blocking Time to Issue or Funding

5. CKA DRIVERS CHECK (2 MINUTES)

- Follow-up execution affecting show rate
- Calendar confirmations impacting Set → Kept
- Ask: “Did OPS protect CKA yesterday?”

6. CLOSE – OWNERSHIP & PRIORITIES (1–2 MINUTES)

- Confirm top 3 priorities tied to KPIs
- Confirm owners and next actions
- Close with: “If it doesn’t move today, it’s back here tomorrow.”



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NON-NEGOTIABLE HUDDLE RULES

- Stand-up meeting or cameras on
- Scorecard-driven, not emotion-driven
- No problem-solving – execution only
- Fix process, not people

Daily execution drives weekly scorecards. Weekly scorecards drive predictable growth.