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SIGNS OF PERFORMANCE DRIFT

PURPOSE:

Use this worksheet to quickly identify early signs of performance drift across your organization and uncover where execution, ownership, or consistency may be breaking down.

1

Inconsistent Frontline Performance

- Customer experiences vary across locations or channels

2

Stagnant or Declining CX Scores

- NPS, CSAT, or CES stop improving despite continued investment

3

Feedback Isn't Driving Action

- You collect customer data – but don't see meaningful change

4

Lack of Clear Ownership

- No one is accountable for improving performance outcomes

5

Performance Drops During Change

- Mergers, growth, or transformation create instability

If you're seeing signs of performance drift, the next step isn't collecting more data – it's understanding where execution is breaking down and how to fix it.