

# Support EXP Performance Readiness Checklist

A diagnostic tool to uncover the gaps between CX measurement and delivery.

Check the box only if you can *confidently* answer “Yes!”:

## Strategy Alignment

- ☐ Do we have clearly defined CX goals tied to business outcomes?
- ☐ Are NPS, CES, and CSAT tracked in relation to specific internal initiatives?
- ☐ Are performance insights regularly shared with all levels of staff?

## Frontline Readiness

- ☐ Do frontline managers receive coaching training based on real CX data?
- ☐ Are team members equipped with feedback-to-action tools?
- ☐ Is there a structure for accountability around delivery standards?

## Measurement Application

- ☐ Do we understand what each metric (NPS, CES, CSAT) is truly revealing?
- ☐ Is CX data translated into behavioral change strategies?
- ☐ Are insights from surveys linked to continuous improvement efforts?

## Skill Development & Coaching

- ☐ Is training reactive or proactive based on performance trends?
- ☐ Do we assess skills using behavioral indicators, not just scores?
- ☐ Are there consistent coaching sessions linked to real interactions?

## Culture & Consistency

- ☐ Is CX a daily conversation, not just a quarterly report?
- ☐ Do we reinforce values and behaviors in meetings, reviews, and goals?
- ☐ Are performance gaps seen as coaching opportunities, not compliance issues?

**Scoring:** How many boxes did you check?

**13–15:** You're in great shape—optimize for consistency and innovation.

**9–12:** Solid foundation—identify specific gaps and build accountability systems.

**0–8:** CX delivery is at risk—time to start your transformation.



Ready to **close the gap** between feedback and delivery with a customized playbook? [Let's talk.](#)