- Kim Prescott

Kerridge Commercial Systems

90 DAYS TO SUCCESS

PROJECT DELIVERY SPECIALIST

FOCUS AREAS

What I expect to achieve

What I expect from Kerridge Commercial Systems

What does success look like

FIRST 30 DAYS

FOUNDATION BUILDING

Orientation and Onboarding

- Understand the company's mission, values, and culture.
- Familiarize myself with the inspHire product suite, including OnRent and Current RMS.
- Meet key team members.

Training

- Complete Training sessions on the InspHire product suit.

Observation and Shadowing

- Shadow experienced team members during remote and on-site implementations.
- Observe customer training sessions.

Success **Metrics**

Demonstrate a clear understanding of the inspHire product suite.

Complete all assigned training modules successfully.

Show the ability and eagerness to take on more responsibility.

NEXT 30 DAYS

Day 31 - Day 60

Application

Supervised Work on Projects

Work on less complex projects under supervision

Monitor & Report Project Status

Monitor, track, and report delivery activity and project status for assigned projects.

Initial Customer Training

Conduct initial customer training sessions

Manage Delivery Risks & Issues

Manage/document/escalate delivery risks and issues to appropriate person

Project Kick-Off Preparation

Begin preparing and conducting project kick-off meetings

Success Metrics

- Show initiative in taking on projects and responsibilities

- Proactively identify potential issues and seek guidance when needed

- Successfully complete assigned projects, and tasks within given timelines

LAST 30 DAYS

Day 61 - Day 90

Proficiency & **Independence**

01. Client Management Skills

- Handle complex client situations and resolve conflicts efficiently
- Provide quality training and support to clients

02. Independence

- Take full ownership of projects managing the complete life cycle
- Implement inspHire products with minimal supervision

03. Continual Growth & Improvement

- Utilize all resources to continually enhance knowledge and increase project success

Success Metrics

Achieve Project Success

Achieve a high success rate in project delivery within timelines and scope

Ensure Accurate Documentation

Ensure precise documentation and reporting of project activities

Develop Client Relationships

Develop and maintain strong working relationships with clients

Maintain Team Relationships

Establish and maintain a positive working relationship with fellow team members and peers

Expectations

Provide the support and resources for candidate's success

Keep open communication throughout the onboarding process

Review with the candidate the expectations for 30, 60, and 90 days and provide feedback after each interval

Q & A

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Thank You.