



2018 PIE GOALS STEWARD FINANCIAL

2018 Goal Type	2018 Steward Financial PIE Goals	PIE Payout Day Value
Operational	Healthier at Holman - Average of 125 Health Advocate points per employee annually	1
Operational	Training - Average of 8 training hours in Holman University per employee annually	1
Operational	Training - All employees complete AFSA training by 11/30/2018	1
Operational	Community/Volunteer Hours: Avg 8 hrs per employee (Employee Limit=25 hrs)	1
Departmental	Admin - Document 5 new processes and update all (25) previously documented processes	1
Departmental	Credit - 93% of rate exceptions noted in LOS	1
Departmental	Credit - 90% call rate to dealers on approved applications	1
Departmental	Funding - QA audits - 93% score	1
Departmental	Loan Servicing - 90% completion rate for account reviews on loans >20 DPD	1
Departmental	Loan Servicing - QA call audits - 95% score	1
Departmental	Sales - QA Audit Sales Force Notes - 95% pass rate	1
Departmental	Sales - 75 joint sales visits with Credit team	1

Total Potential Days 12