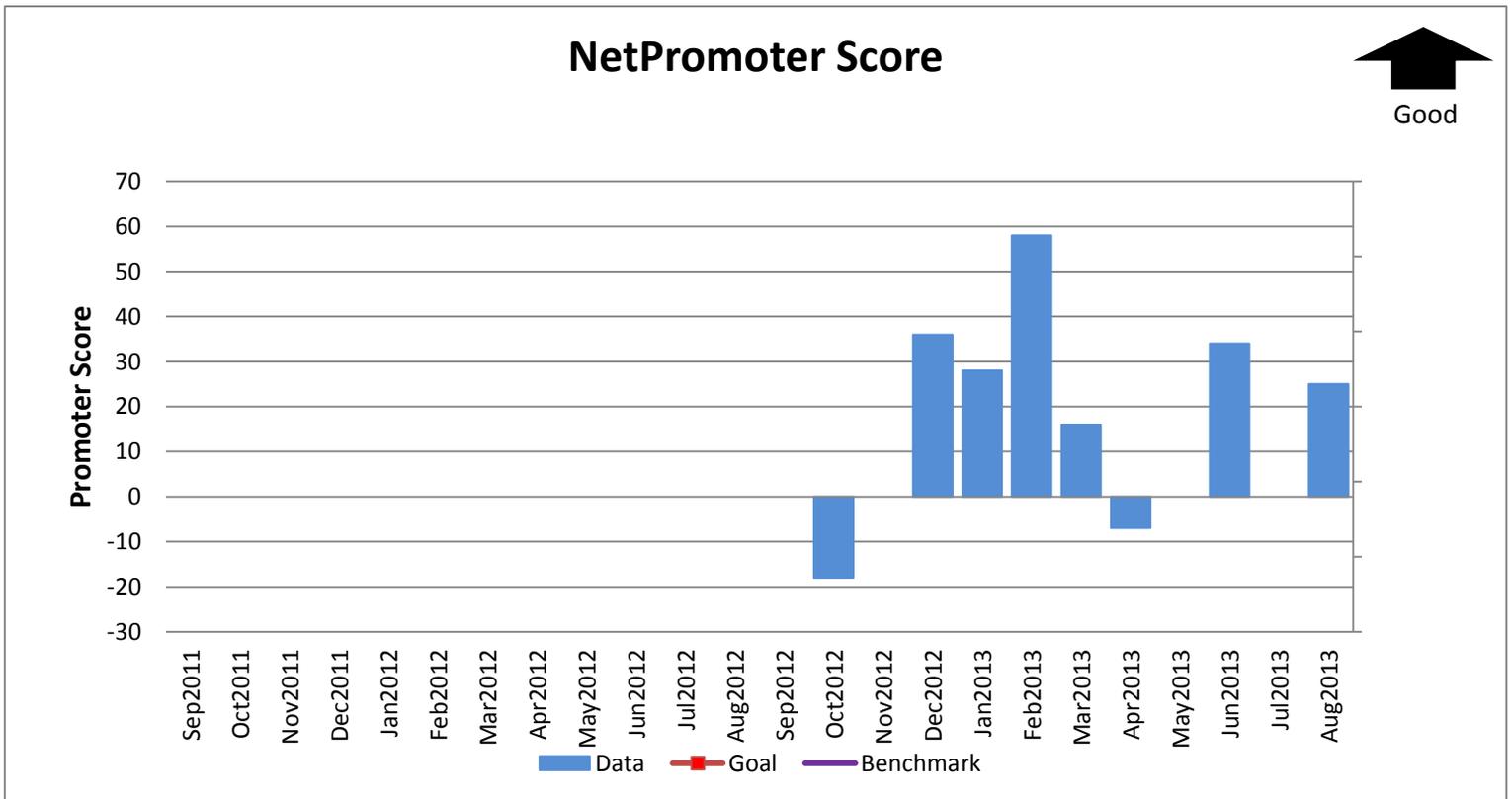


# NetPromoter Score

## Economic Growth & Innovation

9/23/2013

Measurement method		Why measure?		What is our goal?	
The net score of survey responses sent to clients which asked whether or not clients would refer associates to Economic Growth & Innovation for services		Measures a feedback loop to understand whether a client would refer the services of Economic Growth & Innovation		Increase the Net Promoter Score	
How are we doing?					
Sep2012-Aug2013 12 Month Goal	Sep2012-Aug2013 12 Month Average		Aug2013 Goal	Aug2013 Actual	
0	22		N/A	25	
Promoter Score	Promoter Score		Promoter Score	Promoter Score	
Performance Stoplight Key					
Red Light = Off Goal Yellow Light = Approaching Goal Green Light = Meets Goal No Lights = No Goal/No Data					



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