

Organization Board

Owner (Director)

Financial Planner (CFO)

Manager (Administrator)

DIVISION 7 Executive Division	DIVISION 1 Communication Division	DIVISION2 Promotional Division	DIVISION 3 Treasury Division	DIVISION 4 Production Division	DIVISION 5 Qualifications Division	DIVISION 6 Public Division
Director: Owner	Director: Lead Manager	Director: Lead Manager	Director: Owner	Director: Lead Manager	Director: Lead Manager	Director: Lead Manager
LONG-RANGE PLANNING Lead Manager Owner	RECRUITMENT (Hiring / Leaving) Lead Manager	CURRENT CLIENT PROMOTIONS Newsletters Web Site Flyers Brochures Lead Manager	CASHIER Posting Counter Collections Client Check-Out Receptionist	EXAMS / CONSULTATIONS SENIOR EXAMS / CONSULTATIONS Owner Dr. 2 Dr. 3 Dr. 4	CLIENT DISSATISFACTION RESOLUTION MEDICAL ADMINISTRATION Owner Lead Manager	ADVERTISEMENTS Lead Manager Soc Med Spec OSHA / SAFETY Office Mgr
FINANCIAL PLANNING Lead Manager Owner	SENIOR COMMUNICATIONS / RECEPTION Rec Lead	AUDIO / VIDEO EDUCATION Lead Manager	COLLECTIONS Statements Phone Calls for Payment Office Mgr	TECHNICIAN SENIOR TECHNICIAN / ASSISTANT Room Prep / Clean Up Tech Lead Numerous	SURVEYS (Inquiries) Patient Office Mgr Staff Lead Manager	RADIOLOGY (BADGES) Office Mgr
POLICY ISSUANCE AND ENFORCEMENT Lead Manager Owner	COMMUNICATIONS / RECEPTION Appointment Book Patient Flow Patient Forms Phones Mail OTC Products (in reception) Client Charges Rec Lead	PATIENT ENROLLMENT Receptionists	ACCOUNTS PAYABLE Office Mgr	STERILIZATION Technicians	STAFF TRAINING / RE-TRAINING Departments Tech Lead Rec Lead Kennel Lead	COMMUNITY RELATIONS Lead Manager Soc Med Spec
LEGAL	CLIENT CORRESPONDANCE Welcome Cards Referral Cards Rec Lead	ONLINE STORE Cus Svc Spec	BANKING / BOOKKEEPING Deposits Office Mgr	Assisting Technician / Assistant	ACKNOWLEDGMENTS Thank You Letters Success Stories Staff Appreciation Client Gifts All Staff Lead Manager	
LEGAL (SMALL CLAIMS) Lead Manager Office Mgr	SCHEDULES DOCTORS Office Mgr / Owner	MISSED APPOINTMENTS Receptionists	FINANCIAL ARRANGEMENTS Lead Manager	X-Rays Technician	Continuing Education Seminars Cus Svc Spec Lead Manager	
OFFICE / EQUIPMENT MAINTENANCE / REPAIR Lead Manager	TECHNICIANS Tech Lead	MAILING LIST Addresses / Phone Numbers	PAYROLL Lead Manager Office Mgr	Lab Technician	STAFF DISCIPLINE CORRECTIVE ACTION Administrative Lead Manager	REFERRAL BONUS Lead Manager
RENOVATIONS (Building) Lead Manager Lead Manager	RECEPTIONISTS Rec Lead	INACTIVE FILES Rec Lead	PURCHASING / INVENTORY Front Office Inv Lead	Patient Charting Technician / Receptionist	Technical Owner	EVENTS Lead Manager Soc Med Spec
	HOSPITAL ATTENDANTS Kennel Lead	REACTIVATION Rec Lead	Back - Medical Kristen	HOSPITAL ATTENDANT SENIOR Kennel Lead	PATIENT CASE REVIEW Owner	WEB SITE Lead Manager
	STATISTICS Lead Manager	REMINERS Rec Lead	Front - Food Kristen	HOSPITAL ATTENDANT Numerous	LIBRARY Owner Cus Svc Spec	SOCIAL MEDIA SITES Lead Manager Soc Med Spec
	JOB REVIEWS Department Heads Lead Manager		DAILY BOOKS - CLOSING Receptionist	CLIENT EDUCATION Doctors Technicians Receptionists Client Relations		
	ORG BOARD Lead Manager		DAILY BOOKS - REPORTS Office Mgr	GROOMING None		
V.F.P. A VIABLE, EXPANDING, HEALTHY ORGANIZATION	V.F.P. 1. ESTABLISHED, PRODUCTIVE & ETHICAL STAFF 2. COMMUNICATIONS EASILY ACCEPTED AND SWIFTLY DELIVERED	V.F.P. 1. COMPLETED, EFFECTIVE MARKETING CAMPAIGNS THAT BRING CLIENTS INTO THE PRACTICE FOR SERVICES FOR THEIR ANIMALS 2. CLIENTS WHO HAVE COMMITTED TO THE RECOMMENDED CARE OF THEIR ANIMALS	V.F.P. 1. ALL FUNDS COLLECTED FOR SERVICES AND PRODUCTS 2. PLEASSED CREDITORS	V.F.P. ANIMALS WHO HAVE COMPLETED THEIR TREATMENT PLANS AND HAVE ACHIEVED THE EXPECTED RESULTS	V.F.P. EFFECTIVE, WELL TRAINED AND FULLY FUNCTIONING STAFF MEMBERS OBTAINING THEIR PRODUCTS	V.F.P. 1. INFORMED NEW CLIENTS BRINGING ANIMALS IN TO RECEIVE CARE 2. STAFF MORALE AT A LEVEL CONDUSIVE TO GREAT PATIENT CARE

PRACTICE VALUABLE FINAL PRODUCT: CLIENT WHO ARRIVES AT CORRECT TIME, GETS A COMPLETE BRIEFING ON PET CONDITION AND ANY NEEDED REMEDIES, AND AGREES TO RECEIVE REMEDIES PAYS FOR REMEDIES IN FULL, AND HAS REMEDIES DELIVERED TO A STANDARD RESULT THAT THEY ARE NOW WILLING TO REFER OTHERS TO THE OFFICE