
From: Charleroy, Melissa M. - Executive Assistant <charmm@jea.com>
Sent: Tuesday, July 24, 2018 10:24 AM
To: Bartley, La'Trece M. - Executive Assistant
Subject: RE: Measure what matters

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Melissa Charleroy

Executive Assistant to Aaron Zahn, Interim CEO/MD & JEA Board of Directors

Direct: (904) 665-7313

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From: Bartley, La'Trece M. - Executive Assistant
Sent: Tuesday, July 24, 2018 9:37 AM
To: Charleroy, Melissa M. - Executive Assistant <charmm@jea.com>
Subject: FW: Measure what matters

'Lissa – I KNOW you missssss me!

Anyway, see below! MD will order the audio book 😊

'Trece

From: Bartley, La'Trece M. - Executive Assistant
Sent: Tuesday, July 24, 2018 9:36 AM
To: Dykes, Melissa H. - President/COO <dykemh@jea.com>
Subject: RE: Measure what matters

Absolutely! I will let MC know.

La'Trece

From: Dykes, Melissa H. - President/COO
Sent: Monday, July 23, 2018 11:00 PM
To: Bartley, La'Trece M. - Executive Assistant <bartlm@jea.com>
Subject: Fwd: Measure what matters

Assuming it is ok if I pick up the audio book?

Begin forwarded message:

From: "Zahn, Aaron F. - Interim Managing Director/CEO" <zahnaf@jea.com>
Date: July 23, 2018 at 11:05:07 AM EDT
To: "Dykes, Melissa H. - President/COO" <dykemh@jea.com>, "Hightower, Mike R. - Chief Public &

Stakeholder Affairs Officer" <highmr@jea.com>, "Wannemacher, Ryan F. - Interim Chief Financial Officer" <wannrf@jea.com>, "Hiers, Angelia R. - VP & Chief Human Resources Officer" <hierar@jea.com>

Cc: "Charleroy, Melissa M. - Executive Assistant" <charmm@jea.com>

Subject: Measure what matters

All –

I've asked MC to order each of you a copy of "Measure What Matters" by John Doerr. Most of the books I send your way are just to stimulate thought and don't require report back. On this one, I would greatly appreciate you reading it by August 31.

Goal for the exercise:

1. Use book to start and create foundation for performance alignment and measurement conversation at JEA;
2. Spend month of September discussing "what exists already at JEA" and how to get entire SLT aligned and ready for 2018/2019 FY by October 5
 - a. What works
 - b. What doesn't work
 - c. How does what we already have related to driving our "Corporate Measures" the team agreed upon:
 - i. Value to customer
 - ii. Financial value
 - iii. Environmental value
 - iv. Community impact value
 - d. Determine the system, tools and rhythms we plan to use as a team starting in October (Note: this may be keeping a lot of what exists but I'd like to re-document so as to have the SLT 'recommit' so to speak)
 - e. Determine how to roll out to company
 - i. What gaps might we have?
3. Major Key Result: By October 5, 2018, have 100% alignment and buy in from SLT relative to a KPI/KPA/OKR system, process and rhythm that is in execution mode and will be used to drive Corporate Measures through October 2019.

Thanks!