

The Disney Way

Adapted from the book *The Disney Way: Harnessing the Management Secrets of Disney in Your Company* by Bill Capodagli & Lynn Jackson

Team Name:	Situation (Title)	Do: Create the Plan to become the "Best Show" & Monitor		
		Financial Results		
Dream: Identify Guest Problems and Dreams - Visualize the rewards and Outcomes	Cost Per Output	Profitability	Cash Flow	
	Cast Experience		Guest Experience	
	Surveys		Surveys	
	Believe: Create a Quality "Cast Experience" - Establish Strategic Partnerships	Storyboards		Storyboards
Focus Groups		Focus Groups		
Benchmarking		Benchmarking		
Dare: Take the Risk to Develop the "Best Show" Experience for Your Guest	Improvement Efforts			
	Process Evaluations	Cycle Time Readiness	New Strategic Alliances	