

LIFO Global Partners Meeting 2020 **2019 Achievements Review**

(example)

2019 Year in Review

1. What went well?

In 2019 we were able to sign contracts with several large corporations. Because of this we were able to:

- increase sales income compared to the previous year (2018)

2. What did not go well?

Despite signing contracts with several large corporate clients, we were not able to extended proper support to our licensees. This resulted in our:

- not enough time spent with licensees to properly assess their needs
- not being able to properly address the needs of our licensees

2019 Year in Review

3. What obstacles did you face?

In 2019, our largest obstacle was in our 2019 goal of shifting to digital. Our main obstacles included:

- developing an online platform for courses, trainings, and surveys
- converting our current services to a format to be delivered digitally
- creating an internal infrastructure to support continued digital services

4. What are yours goals for 2020?

In order to resolve our main challenge in 2019 of supporting our licensees well and build on our 2019 achievements we will:

- hold regular and frequent meetings with current licensees in order to understand and proactively meet their needs
- increase the number of licensee 50 (by working closely with our Global Partners and continued deployment of our digital services)