

How's the performance in your organization?

Take ten minutes to assess the health of your business operations from both an internal and external perspective...honestly answer True or False to each question. As an added test, pass this survey on to the employees or to some of your most valued customers. **The answers will empower your organization for growth.**

Practice

Answer the following questions from an **EMPLOYEE** [internal] perspective...

- | | | |
|---|----------------------------|----------------------------|
| 1 Employees at all levels of the organization know the formal and documented policies under which we do business. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 2 Employees are part of our ongoing policy development and communication change. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 3 The sales, service and support teams know the stakeholders of our major accounts. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 4 The sales, service and support teams are successful at building relationships with customers. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 5 There is a formal orientation for new hires in the organization. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 6 It is clear to everyone in the organization, "who is responsible for what actions" and those expectations are clearly defined and documented. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 7 The retention rate of employees in the organization is considered high for our Industry. | <input type="checkbox"/> T | <input type="checkbox"/> F |

Add the number of True and False answers, record the number in the each box >>>>>>

Practice

Answer the following questions from a **CUSTOMER** [external] perspective...

- | | | |
|--|----------------------------|----------------------------|
| 1 Our customers feel that the service they receive is consistent, no matter who they interact with. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 2 Our customers know that we will deliver a consistent product or service, every time. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 3 No less than 50% of our customers are repeat buyers because they trust us to do what we say and deliver on time. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 4 Customer issues are easily resolved and customers feel comfortable giving us constructive feedback. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 5 Our customers can rely on us to provide clear and accurate communication with regard to orders and issue resolution. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 6 Our customers feel it is a pleasure to do business with our company. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 7 Our customers refer others to us often, knowing that we will deliver a quality product or service. | <input type="checkbox"/> T | <input type="checkbox"/> F |

Add the number of True and False answers, record the number in the each box >>>>>>

Process

- | | | |
|---|----------------------------|----------------------------|
| 1 The organization has formal and documented processes. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 2 The processes are easily accessible to everyone in the organization and can be easily updated without much expense. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 3 The processes in the organization have an owner and are regularly updated. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 4 The organization understands the importance of processes and there is a philosophy of support for using them. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 5 The processes are aligned with the business strategy and are considered when new business is identified. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 6 Work is almost always accomplished within established deadlines. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 7 Work flows smoothly through departments; bottlenecks are rare. | <input type="checkbox"/> T | <input type="checkbox"/> F |

Add the number of True and False answers, record the number in the each box >>>>>>

Process

- | | | |
|--|----------------------------|----------------------------|
| 1 For the most part (85% of the time), our customer experience is on par with what was promised during the sale. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 2 Customers feel their requests are handled in a timely manner. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 3 Customers feel our methods of communication are helpful and effective. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 4 Customers feel confident in letting us handle the details of their request (s). | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 5 For the most part (85% of the time) customers are satisfied with the outcome of their request (s) or issues. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 6 Customers feel that work is almost always accomplished within established deadlines. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 7 Customer complaints about the accuracy of the work is rare. | <input type="checkbox"/> T | <input type="checkbox"/> F |

Add the number of True and False answers, record the number in the each box >>>>>>

People

Answer the following questions from an **EMPLOYEE** [internal] perspective...

- | | | |
|--|----------------------------|----------------------------|
| 1 Employees at all levels of the organization interact positively with one another to gain productive and skillful outcomes. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 2 There is little gossip, backstabbing or undermining that takes place. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 3 The sales, service and/or support teams work productively together to ensure the customer need is met. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 4 The sales, service and/or support teams are successful at building rapport and working well as a team. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 5 Employees have good interpersonal skills and work cooperatively with peers. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 6 Employees take initiative to ensure the organization is in a state of continuous improvement and overall efficiency. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 7 Employees display basic respect, civility, team work and appropriate communications. | <input type="checkbox"/> T | <input type="checkbox"/> F |

Add the number of True and False answers, record the number in the each box >>>>>>

People

Answer the following questions from a **CUSTOMER** [external] perspective...

- | | | |
|---|----------------------------|----------------------------|
| 1 Customers feel that interactions with employees are positive and productive. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 2 Customers are not aware of internal strife that may exist and are not put in awkward situations with employees. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 3 When issues arise, customers believe they can gain resolution easily and without a hassle or delay. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 4 Customers feel the camaraderie of our internal teams when they interact with our organization. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 5 Customers can clearly experience a professional, appropriate workplace attitude when they interact with any of our employees. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 6 Customers say that our employees, no matter what their role, go out of their way to meet their needs. | <input type="checkbox"/> T | <input type="checkbox"/> F |
| 7 Our customers feel respected and important when they interact with our employees. | <input type="checkbox"/> T | <input type="checkbox"/> F |

Add the number of True and False answers, record the number in the each box >>>>>>

LET'S FIND OUT YOUR RESULTS:

- Step 1 Enter the total True and total False for the **PRACTICE** portion of the survey
- Step 2 Enter the total True and total False for the **PROCESS** portion of the survey
- Step 3 Enter the total True and total False for the **PEOPLE** portion of the survey
- Step 4 ENTER THE TOTAL OF EACH COLUMN HERE >>>

TRUE	FALSE

Few organizations (when answering honestly) will have "0" in the false column...but the idea is to strive toward having as few as possible. Each step you take toward Practice, Process, and People improvement will have significant impacts on the overall performance of your organization and the bottom line. If you have more than 2 in any of the three categories, we can help.

Efficiency, Performance and Profit are just a phone call away.

WHAT CAN I DO?

Talk to Bellewether, Ltd today about *improving customer satisfaction* and the *performance and profitability* of your organization; you have a vision of what you'd like to accomplish, and we have perfected the process of getting you there.

Bellewether, Ltd. has over 16 years experience with proven strategies, services and products focused on using process design and people improvement to drive enhanced client satisfaction and practice development.

KEY SERVICE AREAS INCLUDE:

- ⇒ Business Process Management and Documentation
- ⇒ Strategic Practice and Analysis
- ⇒ Self-Directed Team Initiatives

catch us on the web @ www.bellewether.com or call us @ 816.554.9400