



# Performance/Productivity

EmployeeSurveyOnline

Rate the following statements and then select those issues for action planning purposes.

**Consistently characteristic:** the statement is consistently characteristic of how the organisation works.

**Occasionally characteristic:** the statement is occasionally characteristic of how the organisation works.

**Not characteristic:** the statement is not characteristic of how the organisation works.

CC OC NC

1. Inconsistent work effort across departments.

2. Equipment that is poorly maintained.

3. Quality control procedures that deliver inconsistent results.

4. Lack of willingness among people to stick to agreed quality procedures.

5. Maintenance of equipment takes too long.

6. People not held responsible for work that falls short of acceptable standards.

7. Managers/supervisors allowing substandard work without comment.

8. Lack of discussion about work standards among teams.

9. No specific quality improvement targets being set for staff.

10. Inconsistent work output among team members.

11. Managers/supervisors relying too much on particular individuals to produce results.

12. Quality documentation not kept up-to-date.

13. A lack of sufficient documentation about work procedures and systems.

14. Physical resources, eg accommodation, airconditioning, equipment, tools, limit staff performance.

