

The Journey to Excellence – some key questions.

1. Understanding the organisation – what do they do?, how do they do it and for whom?. What do they want to achieve in future?, by when?
2. Do the workforce know and understand what the business is trying to achieve, how it's going to do this and how it's currently performing?
3. Does everything align? – the Vision for the business with the strategy / plan to achieve the vision with the KPI's and measures to track achievement against the plan and with the current results and trends?.
4. Do they understand who their customers are, their needs, the relative importance of the needs and whether or not they are meeting those needs?
5. Does the business collect, collate and analyse relevant business data to provide accurate information to staff, customers and stakeholders of the business?. Does the business manage it's knowledge assets?.
6. Do they understand their workforce, their needs, the relative importance of the needs and whether or not they are meeting those needs?
7. How does the business encourage feedback and respond to complaints?
8. Are the key work processes understood and documented and how do they actively work to improve the business? Is it a structured process and is it applied consistently across the business ?
9. Does the business monitor and report it's performance via relevant KPI's, measures and targets with appropriate lead and lag indicators?. Do they use comparative data and benchmarks where appropriate?.