

Organizational Change Readiness Survey

Rate your ORGANIZATION on each item listed below:

	No !	Somewhat True	Yes !		
LEADERSHIP	1	2	3	4	5
Senior management (CEO, COO, Unit Head) is the visionary, chief cheerleader.					
Sponsor of the change has the authority to support it with people & budget.					
Senior management has a sense of urgency about the change.					
Middle-management & supervision have a sense of urgency about the change.					
Senior management strongly believes the future needs to look different from the present - seem to be dissatisfied with business as usual.					
Our organizational goals are well understood throughout the organization.					
Organizational culture emphasizes continuous improvement					
Past organizational changes have been successful.					
	No !	Somewhat True	Yes !		
ORGANIZATIONAL STRUCTURE & SYSTEMS	1	2	3	4	5
The organization is pretty flexible - we adapt to changes rather well.					
Reorganizations are rather rare here and well-received when we do them.					
Managers are rewarded for being innovative, taking risks, and looking for new solutions to problems.					
We have team-based reward and incentive systems throughout the organization.					
Our reward system encourages change rather than maintaining the status-quo.					
We encourage risk-taking and mean it.					
Our managers and supervisors have a positive attitude - we can do it!					
Our administrative and support systems are easily adapted to changing needs.					
We make good decisions easily, quickly, and at the appropriate level.					
	No !	Somewhat True	Yes !		
PROCESSES/FUNCTIONS/BENCHMARKING/INNOVATION	1	2	3	4	5
We regularly use appropriate metrics/measurements to track our progress.					
Our functional managers avoid turf battles and political infighting.					
We regularly benchmark our performance against the competition.					
Compensation and reward systems are linked to our metrics/measurements.					
We regularly experiment and new ideas are easily implemented.					
Employees work across internal boundaries without much difficulty.					
	No !	Somewhat True	Yes !		
COMMUNICATION/CUSTOMER FOCUS/MORALE	1	2	3	4	5
Communication is two-way and across units and levels throughout the org.					
Information flows pretty easily and is well understood by most employees.					
We all know who are customers are and what they want.					
We focus a lot of attention and effort on satisfying our customers.					
People have a strong team spirit and are willing to pitch in and help each other.					
People take individual responsibility for their piece of the action.					
Morale is pretty good; people seem to like working here.					

