

Performance Climate Assessment

Rate your **COMPANY** or **ORGANIZATION** on each item listed below:

	No !	Somewhat True	Yes !		
ORGANIZATIONAL READINESS TO PERFORM	1	2	3	4	5
We regularly ask our customers for feedback on product/service quality.					
Our overall strategy is communicated regularly throughout the organization.					
Employees understand our mission; they know why we're all here.					
I'm clear about the major goals of the organization.					
We track our organization's performance against the organization's goals.					
When overall performance does not meet our goals, we act quickly to take corrective action.					
When customer demand or external reality changes, we adapt quickly.					

	No !	Somewhat True	Yes !		
PROCESSES & SYSTEMS	1	2	3	4	5
We know how well each of our major processes & systems work.					
We benchmark our processes & systems regularly to improve.					
We have performance goals for our major processes & systems.					
We track the performance of processes/systems against the goals.					
Process/system performance information is communicated to the right people.					
When processes/system are not performing well, we quickly correct them.					
When customer requirements or internal constraints change, we adapt quickly.					

Rate your **TEAM** or **DEPARTMENT** on each item listed below:

	No !	Somewhat True	Yes !		
POSITION/DEPARTMENT LEVEL READINESS TO PERFORM	1	2	3	4	5
My employees know what needs to be done to perform well.					
Our procedures & workflow are logical and help us perform well.					
Employees have the resources they need to get the job done well.					
Performance standards are established & clear for each position/job.					
Employees know the outputs needed from the processes/systems they use.					
The rewards for good performance support the desired outputs.					
Employees consider the rewards relevant and meaningful.					
Employees receive rewards on a timely basis.					
Employees receive regular feedback on their performance.					
Performance feedback is specific rather than general in nature.					
Employees can easily understand the feedback they receive and use it to improve their performance.					
Employees receive performance feedback on a timely basis.					
The performance information we gather is accurate and relevant.					
Employees have the skills & knowledge to perform well.					
Employees are clear about why the desired performance is important.					
Employees are mentally, physically, and emotionally able to perform well.					

