

Rate Your Leadership and Management Systems

Either print out and score, or double-click on your rating choice for each statement and select "checked" as the default value, then save and print.

Your Name:	Your Organization:
Years in Existence:	No. of Employees:
E-mail:	Telephone:

TOPIC <i>(Select the value that most represents your current situation.)</i>	More True → ← Less True				
	1	2	3	4	5
	Shared Sense of Purpose				
1. We have a clear, written Mission, Vision and set of mutual Values for the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. We have a carefully developed strategic plan, derived from our Mission, Vision and Values, and from our SWOT analysis.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. If asked, virtually all employees would know and understand the basic points in our Mission, Vision, Values and business strategies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. We continuously track progress towards objectives and goals with all projects, activities and events.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. When leading and directing others, managers always explain the "why" (the opportunity in context) as well as the "what" (the objectives).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Optimized Work Processes					
6. Our work processes (i.e., the step-by-step flow of work) are documented.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. We continuously track, measure and analyze how effectively our processes are working.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. When we solve a problem, it stays solved—it does not recur.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Our systematic approach to doing business is consistent, predictable and easily coordinated across the organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. We use internal systems that are adaptable, supportive of innovation and helpful in learning from past mistakes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<h2>Developing and Supporting People</h2>	More True →				
	← Less True				
	1	2	3	4	5
11. We have a good system for advertising for, interviewing and hiring people, based on technical skills <u>and</u> behavioral "fit".	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. Most employees would say that this is a great place to work, and would recommend it to others.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. We have a formal system for giving performance feedback to all employees, including managers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. We teach our managers leadership skills, not just technical skills.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15. We have a supportive culture that encourages effective leadership, teamwork, and open communication at all levels of the organization.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<h2>Ensuring Product Performance</h2>					
16. We have formal systems for tracking customer satisfaction, including surveys, focus groups, complaint tracking, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17. Customer feedback directly influences our decisions and behaviors in creating and delivering products and services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18. We train, coach and encourage all employees to have positive direct contact and interaction with customers when and where possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19. Our messages and strategies are focused on satisfying and appreciating customer's interests and delivering the value they want, at a margin we need.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20. Our Products and product line extensions are correctly positioned in the market for domination vs. competition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Total Score (maximum 100 points)					

Below are some general scoring ranges. To discover how your organization compares to other similar organizations, and to explore opportunities for improvement, **fax your completed results to 412-341-1779 or e-mail them to info@InterLINKBusiness.com**. All information is kept in strict confidence.

Score:	0-40 points	41-60 points	61-80 points	81 –100 points
Status	Danger zone, uncertain future!	Need better organizational action	Need to keep moving on track	Maintain peak performance
Comfort Quotient	If you aren't already worried, you should be.	Frustration and stress levels are high in some areas.	A positive direction with real opportunity for improvement.	Go from good to great with focus and refinement.

Discover our comprehensive and integrated services at:

www.interlinkbusiness.com

FAX: 412-341-1779

Phone: 412-341-5465

