

Rate Your Leadership and Management Systems Capacity

All organizations have limits in their capacity to grow and flourish. High performers succeed by aligning four key aspects of their enterprise: purpose, people, processes and products. How do you perform compared to similar organizations? Take a minute to complete this assessment to determine your organization's readiness to perform, by double-clicking on your rating choice for each statement and selecting "checked" as the default value. Your score sheet will be treated with the strictest confidentiality.

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 with leadership commitment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. We have a carefully developed strategic direction, aligned with our Mission, Vision and Values, and derived from analysis of internal strengths and weaknesses and external opportunities and threats.	<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. People understand, agree about and 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. We use documented, integrated work flow processes and project management practices.	<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 compared to our own and other organizations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. We have disciplined processes that identify, address and resolve conflict in a positive, helpful manner.	<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 help us learn from past mistakes in order to improve future results.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Developing and Supporting People	
11. We have a good system for assessing, hiring, matching and investing in our people to increase their ability and willingness to perform tasks.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
12. All employees, including managers, have clear, written role descriptions that include expectations and responsibilities.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
13. Our employees are treated as important stakeholders in the organization, and are involved in appropriate decisions and.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
14. We have an ongoing, formal system and recognized practices for giving and receiving performance feedback between all employees.	<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, cooperation and open communication at all levels of the organization.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Ensuring Product Performance	
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 encourage direct contact and interaction with customers by our employees.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
19. Our messages and actions reflect a clear understanding how our customers the value we deliver to them.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
20. Our attitude towards customers is in alignment with our organizational vision, mission, and values.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Total Score (maximum 100 points)	

Scorecard Results

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 719-836-9112 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 for 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: 719-836-9112

Phone: 412-720-1531



The Connection to Building Great Performance