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What Grade Does Your Business Earn? Assessing for Efficiency and Effectiveness

Most businesses are *reactive* in nature. That is, they respond to external or internal crises by making changes in order to restore the performance and productivity to previous levels of functioning. Profitable businesses will develop a strategic business plan and put processes in place that work towards achieving those business goals. However, *highly successful businesses are even more proactive in nature*. They consistently assess for efficiency and effectiveness to preempt any possible obstacles that may detract them from achieving their next level of success. These businesses are in a continuous quality improvement process. They seek change from within and work to forecast changes from without.

This questionnaire enables you to assess for efficiency and effectiveness in your business environment. You will identify which areas of your business require attention. This questionnaire acts as a guide so that you can make the necessary changes in order to take your business to the next level. Read each statement and mark the answer that best reflects your business environment. Once you've completed the questionnaire, go to the last page and see what grade your business earns.

Individual Performance

	1 Strongly Agree	2 Agree	3 Neutral	4 Disagree	5 Strongly Disagree
1. Our employees have a clear understanding of their job descriptions.	—	—	—	—	—
2. Our employees have the necessary skills and knowledge to perform their jobs.	—	—	—	—	—
3. Our employees have attributes and traits that fit with the overall culture of the organization.	—	—	—	—	—
4. Our employees are satisfied with their jobs.	—	—	—	—	—
5. Our employees' skills and talents are well utilized.	—	—	—	—	—
6. We provide training and other opportunities for our employees to develop job skills and career advancement.	—	—	—	—	—
7. Our employees know how to determine the quality of their work.	—	—	—	—	—
8. Our employees make necessary changes in order to improve the quality of their work.	—	—	—	—	—
9. Our employees are recognized and rewarded for their work, especially when performance is high.	—	—	—	—	—
10. Our employees know who their customers are and are able to make decisions that will solve their customers' problems.	—	—	—	—	—

Team Performance

	1 Strongly Agree	2 Agree	3 Neutral	4 Disagree	5 Strongly Disagree
11. Our employees understand what aspects of their jobs require working as a team.	—	—	—	—	—
12. Our employees understand what role each team member has, including who is responsible for what.	—	—	—	—	—
13. Team members understand and agree with goals and objectives.	—	—	—	—	—
14. Employees working in teams or departments trust one another and communicate openly.	—	—	—	—	—
15. Conflict is dealt with directly and results in effective and creative problem solving.	—	—	—	—	—
16. There is a clear understanding among employees as to how discussions are held and decisions are made	—	—	—	—	—
17. There is a high degree of cooperation between teams and departments.	—	—	—	—	—
18. Communication between teams and departments results in coordination of workflow and sharing of resources and information.	—	—	—	—	—
19. Our employees celebrate achievements and special occasions together in fun ways.	—	—	—	—	—
20. Our employees understand the advantages and benefits that come with having diversity within their teams and departments.	—	—	—	—	—

Organizational Processes

	1 Strongly Agree	2 Agree	3 Neutral	4 Disagree	5 Strongly Disagree
21. Our organization has a well-defined mission statement and clear business objectives.	—	—	—	—	—
22. Our employees know our organization's mission and goals.	—	—	—	—	—
23. Our employees understand how their jobs fit into the overall business plan and specific goals for the coming year.	—	—	—	—	—
24. Our employees are provided with the necessary resources needed to perform their jobs and meet our goals and objectives.	—	—	—	—	—
25. We provide information back to our employees on how the business is doing and what progress and objectives have been met.	—	—	—	—	—
26. Our organization has effective processes in place for completing projects, ensuring quality, and achieving customer satisfaction.	—	—	—	—	—
27. There is a clear understanding among employees as to what those processes are and how to utilize them in their daily work.	—	—	—	—	—
28. Our organization operates with high standards and ethical conduct.	—	—	—	—	—
29. We include our employees in plans for the future by asking them for ideas and suggestions for improvements and growth.	—	—	—	—	—
30. Our employees believe their input is taken seriously and valued. They can see the impact they have on our overall success.	—	—	—	—	—

Leadership & Management

	1 Strongly Agree	2 Agree	3 Neutral	4 Disagree	5 Strongly Disagree
31. Leaders and managers actively listen to people and seek diverse opinions, suggestions, and ideas.	—	—	—	—	—
32. Leaders and managers allow others to decide for themselves how to perform their jobs and meet their objectives.	—	—	—	—	—
33. Leaders and managers encourage our employees to grow and take risks – they respond to mistakes in ways that allows for learning.	—	—	—	—	—
34. Leaders and managers role model ethical behavior and high work performance.	—	—	—	—	—
35. Leaders and managers create an atmosphere of high trust and collaboration by dealing with conflict directly when it arises.	—	—	—	—	—
36. Leaders and managers provide positive reinforcement for jobs well-done and timely feedback when problems arise.	—	—	—	—	—
37. Leaders and managers make good on their promises; they provide resources necessary to get the job done.	—	—	—	—	—
38. Leaders and managers understand when close supervision is necessary and when to allow employees to manage themselves independently.	—	—	—	—	—
39. Leaders and managers communicate openly with everyone, creating an inclusive working environment.	—	—	—	—	—
40. Leaders and managers know how to motivate and inspire others.	—	—	—	—	—

Scorecard:

Tally up your total points: _____

- 40 – 75 pts = A Your business is doing great! Keep up the good work and your efforts will pay-off.
- 76 – 100 pts = B Your business is doing well. Make the right changes to take it to the next level.
- 111 – 140 pts = C Your business is just sneaking by. Changes are necessary or you'll be at risk for failure. Take action now.
- 141-160 pts = D While you may still be in business, your operation is a disaster. If this has not caught up to you yet, it inevitably will. Take a serious look at how you do business. It is not too late to transform your business practices.
- 161+ pts = F What can I say? Roll up your sleeves, go to work, or retire!

What grade did your business earn? Are you interested in taking your organization to the next level? We welcome the opportunity to collaborate in making that happen. Even organizations and employees, who struggle with such issues as performance, absenteeism, retention, inter-personal conflict, ineffective management, and unacceptable employee conduct, can make change happen.

Julie Orlov Consulting Services provides comprehensive analyses, interventions and trainings that address immediate concerns while identifying long-term solutions that reflect real root causes. We are committed to your success!

Call 310-379-5855 or email jorlov@julieorlov.com to schedule a free phone consultation to see how we can best meet your business needs.