



Operational Effectiveness Assessment

1. Place an "X" in the box that best indicates your level of agreement with each statement:

	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
Every employee in the organization understands the overall business strategy and objectives				
Employees understand how their position supports accomplishment of the strategy				
Policies and procedures are clearly written, understandable and are available for use				
Procedures are reviewed on a regular basis, and updated as appropriate based on new methods and/or technologies				
Process goals and metrics have been established for each critical business process				
Process goals and metrics are tied to the goals of the overall strategic direction of the organization				
Process measures are regularly evaluated against goals, and process adjustments are made accordingly				
Employees consistently perform their daily assignments				
The policies and procedures in place allow employees to work independently				
Employees performing the same job accomplish their tasks in the same manner, with the same results				
Our customers have a consistent experience whenever they contact us				
Mechanisms in place to detect potential problems before they occur				
Management recognizes and rewards innovation.				
Training on procedures is conducted on a periodic basis				
The organization communicates effectively				
Employees agree that the existing defined processes are optimal				