

- Read each issue statement in the table below.
- Rate how strongly each issue applies in your situation.  
Rate each issue from 1 (Strongly DISAGREE that the issues applies to us) to 7 (Strongly AGREE that the issue applies to us.)
- Total your ratings and check the resulting readiness score in the table below.

Issue	<b>Strongly Disagree</b>							<b>Strongly Agree</b>						
1. Our results need improvement in some aspects of productivity, quality, timeliness, customer satisfaction, or value delivered.	1	2	3	4	5	6	7	1	2	3	4	5	6	7
2. We experience frequent upsets and crises which upset our customers and make work difficult.	1	2	3	4	5	6	7	1	2	3	4	5	6	7
3. We are very good at responding to complaints and criticisms, but we seem to have the same complaints over and over again.	1	2	3	4	5	6	7	1	2	3	4	5	6	7
4. Communication between units along the same workflow is ineffective and units sometimes conflict.	1	2	3	4	5	6	7	1	2	3	4	5	6	7
5. Everyone has their own job, but no one is in charge of the whole flow from end to end.	1	2	3	4	5	6	7	1	2	3	4	5	6	7
6. We have good people, who know their jobs. They have to be part of the solution.	1	2	3	4	5	6	7	1	2	3	4	5	6	7
7. We are a good place to work, but we have problems with staff turnover in some areas.	1	2	3	4	5	6	7	1	2	3	4	5	6	7
8. The business needs us to improve things now, rather than to continue the way things are now.	1	2	3	4	5	6	7	1	2	3	4	5	6	7

**Readiness  
Score**

**Recommended Action**

Less than 24	You are already managing your processes, so there is little to suggest readiness or any need to change. Check again in a year.
25 to 40	You have some of the factors that suggest process improvement may pay off. Your readiness suggests that you try a pilot process improvement effort.
41 to 50	Many of the factors that make process improvement successful apply in your situation. Form a Process Improvement Team and begin with training.
Over 50	You have it all – the classic situation calling for process improvement. Call or contact Martin Stankard at Productivity Development Group, Inc. right now.