

Self-Assessment Tool to Determine Appropriate Module(s)

Question	Descriptive Answer	How Easy?*	Agreement?*
1. What are your organization's main products and services?			
2. How many products do you introduce each year?			
3. How do new products resemble existing products? How do they differ?			
4. What are your organization's vision, mission, and values			
5. How many employees do you have? What is their general education level? Are any of them represented by bargaining units?			
6. How do you communicate with your employees?			
7. How do you determine their satisfaction?			
8. What are your major facilities? Do you have unique technologies and equipment? Any special health and safety requirements?			
9. Who are your key customers and their key requirements?			
10. How do you determine where to market your products and services?			
11. How do you communicate with your customers?			
12. How do you determine their satisfaction?			
13. Who are your key suppliers, and what are your requirements of them?			
14. How do you communicate with your suppliers?			
15. Who are your main competitors?			

16. What are the key factors that contribute to your organization's success relative to your competitors?			
17. What are the key challenges your organization faces?			
18. What key objectives are you trying to achieve in the next 3 to 5 years? How do you communicate these to your workforce and suppliers?			
19. What are the key measures (metrics) that you review? How often do you review them? Who takes action if the results are not what are expected?			
20. What are the key processes that allow you to provide products and services to your customers?			
21. How do processes get improved in your organization?			
22. What are your key reward and recognition processes?			
23. What kinds of training or development opportunities are provided to the leaders and the workforce?			
24. How do you conduct succession planning for key leaders and required competencies?			
25. What results did you achieve last year that you are most proud of?			
26. What results from last year is cause for concern?			

***How Easy?**

How easy was this for you and your senior leaders to answer?

1=Very difficult, 5=Very easy to answer

***Agreement?**

How much agreement was there among your senior leaders who answered these questions about the answers? 1=Complete disagreement, 5=Complete agreement