



Operational Excellence Health Check

Leadership

- Is the leadership visible across the organisation
- Does leadership regularly support team members to solve problems?
- Does the leadership team understand why it is their role to remove barriers and create improvement?
- Does the leadership understand how to communicate the organisation's direction?

Strategic Planning

- Does your organisation have a current strategic plan?
- Does everyone in your organisation fully understand and embrace the strategic direction?
- Does your organisation encourage teams to develop their own plans which are aligned to the overall plan?
- Are teams and individuals across the organisation encouraged to allocate time to achieve their own plan?

People

- Does everyone have an active development plan aligned with the organisation's direction?
- Does everyone have the opportunity to provide feedback and/or implement improvement ideas?
- Is the communication between leadership and team members clear, transparent and consistent?
- Does your organisational leadership regularly follow up on the well-being and satisfaction of its team members?

Continuous Improvement

- Is there an effective improvement system across your organisation?
- Do you use visual management tools to drive conversation and improvement across the organisation?
- Are key quality indicators shared across the organisation?
- Do your teams continuously review their workflow and effectiveness?

Customer

- Do you regularly measure and act on Customer Experience and satisfaction data?
- Are your organisation processes driven by current Customer requirements?
- Are your quality measures transparent to customers?
- Does your organisation regularly check in with customers about their needs and requirements?

Notes

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