

Questionnaire

Your replies to this questionnaire will be kept confidential. It is intended to provide a snapshot so please answer every question providing your personal opinion or your perception of the situation as best you can.

Vision	
Is there a Vision that	is appropriate for your Section/Branch & for the times?
	sets standards of excellence & reflects high ideals?
	clarifies purpose & direction?
	inspires enthusiasm & encourages commitment?
	is well articulated & easily understood?
	reflects the uniqueness of the organization & is ambitious?
Does your team brainstorm effectively & creatively?	
Passion	
Can you express the Section/Branch vision with passion & get others excited with the goals?	
Are you self-confident – Especially are you confident at and about your Section / Branch?	
Are you and your colleagues motivated?	
Are praise & energy prevalent in your Section/Branch?	
Strategy	
Is there a strategy to achieve the Section/Branch vision?	
Is change in strategy allowed for & acknowledged (Innovation)??	
Are Section/Branch products &/or services suitable or appropriate for the Section/Branch strategy?	
Is the Section/Branch appropriately & competently staffed/manned?	
Are there short & long term achievable plans & objectives? Are they periodically reviewed?	
Are there business, strategic, marketing &/or financial plans?	
Is the management style & organisational culture (ways of working) appropriate for the Section/Branch?	
Market – Customers /Clients	
Are the Section/Branch markets &/or are your customers/clients clearly identified?	
Do you know your Internal & External suppliers & customers/clients?	
Do you know what your customers/clients want?	
Are customers/clients (& suppliers) included in problem solving & decision-making?	
Organisation	
Are you and the Section/Branch properly organised? (To do list, scheduler, planner)	
Is organisation & delegation to others effective?	
Is time prioritised & managed effectively?	
Are the systems/procedures effective, efficient & periodically reviewed & updated?	
Information – Records	
Is information & are records suitably recorded & stored?	
Is information kept up to date? Can it be depended on?	
Is information suitable & accessible so as to assist in research & problem solving?	
Is suitable technology used for information flow & storage?	
Decision making	
Is problem solving effective & are people aware of their levels of authority?	
Are there delegated responsibilities in your Section/Branch & are people held accountable?	
Do you allow for mistakes &/or do you learn from mistakes?	
Is initiative permitted, if so, is it rewarded?	
Communication – Network	
Is communication, internal and external, timely effective and professional?	
Is feedback received & given regularly?	
Are meetings chaired effectively & are Section/Branch regular communication meetings held?	
Are good report writing &/or presentation techniques prevalent?	
Is negotiation effective?	
Are networks actively nurtured, grown & shared?	
Customer/Client Service	

Is there a Customer/Client Service/Care ethic?	
Is the Section /Branch Reliable, Responsive, Assuring, Empathetic & is the working environment smart?	
Is customer/client service tested or feedback obtained?	
Are you and your colleagues treated the way the customers are treated?	
Standards & Values	
Are your Section/Branch's core values continually stressed, revisited & regenerated?	
Is everything done to ensure the values of	Competence (qualified people) and Continuous Improvement (Lifelong Learning)?
	Excellence & Quality?
	Teamwork?
Are people positively confronted when appropriate & is discipline procedurally & substantively fair?	
Is output rather than process actively & continually stressed (results/output orientation)?	

[illegible]
