



Questions to Assess Your Organization's Culture

Please circle the number that you believe most appropriately rates your organizations performance.

Legend: 0=poor, 1=below average, 2=average, 3=above average, 4=excellent

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| 1. Your organization has a balanced business scorecard system linking the organizational vision to key tangible and measurable focus areas, which cascades throughout all organizational levels and functions. | 0 | 1 | 2 | 3 | 4 |
| 2. Your organization has both visible and auditable balanced business scorecards and documented corrective action plans created, tracked and reported by all departments. | 0 | 1 | 2 | 3 | 4 |
| 3. Your organization has an auditable face-to-face communication system linking all areas and functions to a common communication chain ensuring free flow of information up, down and across the organization on a weekly basis through the use of non-negotiable department meetings. | 0 | 1 | 2 | 3 | 4 |
| 4. Your organization has clearly defined visible behaviors that demonstrate organizational values "in action" in the work place and these visible behaviors are integrated into the performance management system of the organization. | 0 | 1 | 2 | 3 | 4 |
| 5. Your organization has a method to identify, document and share best practices and/or corrective action plans driven off performance at all levels and functions. | 0 | 1 | 2 | 3 | 4 |
| 6. Your organization has a visible and auditable process that drives business accountability at the individual and group level. | 0 | 1 | 2 | 3 | 4 |
| 7. Your organization has the capability to measure, in an objective fashion, the level of individual engagement and involvement in running the business of their work group. | 0 | 1 | 2 | 3 | 4 |
| 8. Your organization operates with a sense of visible and auditable urgency around the business on a daily basis. | 0 | 1 | 2 | 3 | 4 |



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| 9. Your organization has a meaningful, tangible and measurable system to recognize outstanding group, individual and facility performance while linking all recognition and rewards back to the balanced business scorecard process. | 0 | 1 | 2 | 3 | 4 |
| 10. Constructive feedback is exchanged openly among all employees regardless of level, function or personal relationships. | 0 | 1 | 2 | 3 | 4 |
| 11. Employees readily overcome interpersonal differences to form positive working relationships consistently focused on business performance. | 0 | 1 | 2 | 3 | 4 |
| 12. Business policies and procedures are applied consistently at all levels and in all areas. | 0 | 1 | 2 | 3 | 4 |
| 13. Your organization has established customer/supplier relationship processes to drive clarity of support, performance, and overall shared accountability. | 0 | 1 | 2 | 3 | 4 |
| 14. Your organization expects all meetings to run with habit, discipline and structure thereby supporting the overall business and in turn demonstrating a low tolerance of ineffective time spent in meetings. | 0 | 1 | 2 | 3 | 4 |

Scoring Instructions: Add the rating for each question to obtain your total then call Competitive Solutions, Inc. at 800-246-8694 to obtain a personalized analysis of your organizations Process Based Leadership Culture.