

Operational Effectiveness Assessment

Operational Issues	Check All That Apply
High Customer Turnover	
Product Or Service Delivery Takes Too Long	
Complaints, Returns And Problems With Products Or Services	
Everything Is A Crisis	
Always Re-Inventing The Wheel	
Communication Failures And Lots Of Finger Pointing	
Lots Of Activity But Nothing Accomplished	
Allowing The Same Problem To Keep On Happening	
Too Much Waste	
Too Many Bottlenecks	
Too Many Reworks	
Processes Too Complex	
Too Many Handoffs	
Too Much Duplication	
Too Much Waiting And Dead Time	
Employees Dissatisfied\High Employee Turnover	
Number of Red Check Marks	
Number of Non-Red Check Marks	

Grading Criteria (Number of Check Marks)

No Red Or Non-Red Checkmarks - Excellent Operational Conditions
1-2 Non-Red Checkmarks - Good Operational Conditions With Room For Improvement
3-4 Non-Red Checkmarks - Operational Issues Exist That Should Be Addressed
5 Or More Non-Red Checkmarks - Significant Operational Problems That Must Be Addressed
Any Red Checkmarks - Significant Operational Problems That Must Be Addressed