



## DOQS Mission-Focused Planning Workshop

# ORGANIZATIONAL OUTCOMES ASSESSMENT

This survey attempts to measure the anticipated impact of the planning materials created during the *DOQS Mission-Focused Planning Workshop*. At the beginning of the workshop, please complete the “Historical” column, using the Disagree-Agree (0-10) scale. During the historical scoring, you should be considering your organization as it operated (and otherwise might continue to operate) before this planning activity was initiated. Toward the end of the workshop, you will be asked to complete the “Expectation” column, and calculate any “Change.” At that time, you should be considering your organization as it will be expected to operate after you successfully implement the results of this workshop.

*Scale: 10=Completely agree, 0=Completely disagree*

	Historical	Expectation	Change (E-H)
<b>LEADERSHIP</b>			
1. I know my organization’s mission (what it is trying to accomplish).			
2. My senior (top) leaders use our organization’s values to guide us.			
3. My senior leaders create a work environment that helps me do my job.			
4. My organization’s leaders share information about the organization.			
5. My senior leaders encourage learning that will help me advance in my career.			
6. My organization lets me know what it thinks is most important.			
7. My organization asks what I think.			
<b>STRATEGIC PLANNING</b>			
8. As it plans for the future, my organization asks for my ideas.			
9. I know the parts of my organization’s plans that will affect me and my work.			
10. I know how to tell if we are making progress on my work group’s part of the plan.			
<b>CUSTOMER AND MARKET FOCUS</b>			
11. I know who my most important customers are.			
12. I keep in touch with my customers.			
13. My customers tell me what they need and want.			
14. I ask if my customers are satisfied or dissatisfied with my work.			
15. I am allowed to make decisions to solve problems for my customers.			
<b>MEASUREMENT, ANALYSIS, AND KNOWLEDGE MANAGEMENT</b>			
16. I know how to measure the quality of my work.			
17. I know how to analyze the quality of my work to see if changes are needed.			
18. I use these analyses for making decisions about my work.			
19. I know how the measures I use in my work fit into the organization's overall measures of improvement.			
20. I get all the important information I need to do my work.			
21. I get the information I need to know about how my organization is doing.			

Scale: 10=Completely agree, 0=Completely disagree

	Historical	Expectation	Change (E-H)
<b>HUMAN RESOURCE FOCUS</b>			
22. I can make changes that will improve my work.			
23. The people I work with cooperate and work as a team.			
24. My boss encourages me to develop my job skills so I can advance in my career.			
25. I am recognized for my work.			
26. I have a safe workplace.			
27. My boss and my organization care about me.			
<b>PROCESS MANAGEMENT</b>			
28. I can get everything I need to do my job.			
29. I collect information (data) about the quality of my work.			
30. We have good processes for doing our work.			
31. I have control over my work processes.			
<b>BUSINESS RESULTS</b>			
32. My customers are satisfied with my work.			
33. My work products meet all requirements.			
34. I know how well my organization is doing financially.			
35. My organization uses my time and talents well.			
36. My organization removes things that get in the way of progress.			
37. My organization obeys laws and regulations.			
38. My organization has high standards and ethics.			
39. My organization helps me help my community.			
40. I am satisfied with my job.			

**Additional comments:** *[Indicate item number when appropriate]*