

Consultants To Management

Continuous Quality Improvement

Leadership - Are managers/supervisors visibly involved in improving the quality of services your department offers?

Total: 31 **Mean (Avg):** 2.81818 **StDev (Sample):** 1.53741
Minimum: 1 **Maximum:** 5 **Range:** 4 **StDev (Population)** 1.46587

Leadership - Do managers/supervisors practice what they preach (walk the talk) with regard to improving the quality of services?

Total: 31 **Mean (Avg):** 2.81818 **StDev (Sample):** 1.25045
Minimum: 1 **Maximum:** 5 **Range:** 4 **StDev (Population)** 1.19226

Leadership - Have managers/supervisors received adequate training on quality improvement concepts and tools?

Total: 30 **Mean (Avg):** 2.72727 **StDev (Sample):** 1.55505
Minimum: 1 **Maximum:** 5 **Range:** 4 **StDev (Population)** 1.48268

Leadership - Has an organizational quality policy been written along with accompanying long-term quality goals?

Total: 32 **Mean (Avg):** 2.90909 **StDev (Sample):** 1.13618
Minimum: 1 **Maximum:** 5 **Range:** 4 **StDev (Population)** 1.08331

Leadership - Does the quality improvement policy emphasize the need for continuous improvement and involvement of all functions in the organization?

Total: 32 **Mean (Avg):** 2.90909 **StDev (Sample):** 1.44600
Minimum: 1 **Maximum:** 5 **Range:** 4 **StDev (Population)** 1.37870

Leadership - Do quality improvement processes clearly integrate all functions and other departments?

Total: 32 **Mean (Avg):** 2.90909 **StDev (Sample):** 1.13618
Minimum: 1 **Maximum:** 5 **Range:** 4 **StDev (Population)** 1.08331

Leadership - Do managers/supervisors allocate adequate resources (finances, people, time, equipment) to the quality improvement effort?

Total: 31 **Mean (Avg):** 2.81818 **StDev (Sample):** 1.47093
Minimum: 1 **Maximum:** 5 **Range:** 4 **StDev (Population)** 1.40248

Leadership - Do managers/supervisors allow employees to take risks for innovative ideas without fear of retaliation?

Total: 32 **Mean (Avg):** 2.90909 **StDev (Sample):** 1.13618
Minimum: 1 **Maximum:** 5 **Range:** 4 **StDev (Population)** 1.08331

Leadership - Are reward/recognition systems in place to support continuous service improvement?

Total: 34 **Mean (Avg):** 3.09091 **StDev (Sample):** 1.44600
Minimum: 1 **Maximum:** 5 **Range:** 4 **StDev (Population)** 1.37870

Leadership - Is the necessary training provided to allow employees to succeed in their current position?

Total: 34 **Mean (Avg):** 3.09091 **StDev (Sample):** 1.13618
Minimum: 1 **Maximum:** 5 **Range:** 4 **StDev (Population)** 1.08331

Leadership - Is the long-term direction of your organization clearly understood by all employees?

Total: 33 **Mean (Avg):** 3.00000 **StDev (Sample):** 1.48324
Minimum: 1 **Maximum:** 5 **Range:** 4 **StDev (Population)** 1.41421
