

Consultants To Management Continuous Quality Improvement Survey

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

	Count	Percent	Weight	Weighted Total
Strongly Disagree	3	27.27 %	1	3
Disagree	2	18.18 %	2	4
Okay	2	18.18 %	3	6
Agree	2	18.18 %	4	8
Strongly Agree	2	18.18 %	5	10
Total Responses	11	100%	15	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?

	Count	Percent	Weight	Weighted Total
Strongly Disagree	2	18.18 %	1	2
Disagree	2	18.18 %	2	4
Okay	4	36.36 %	3	12
Agree	2	18.18 %	4	8
Strongly Agree	1	9.09 %	5	5
Total Responses	11	100%	15	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?

	Count	Percent	Weight	Weighted Total
Strongly Disagree	3	27.27 %	1	3
Disagree	3	27.27 %	2	6
Okay	1	9.09 %	3	3
Agree	2	18.18 %	4	8
Strongly Agree	2	18.18 %	5	10
Total Responses	11	100%	15	30
Mean (Avg): 2.72727		StDev (Sample): 1.55505		
Minimum: 1	Maximum: 5	Range: 4	StDev (Population) 1.48268	