

Rating the ENTERPRISER

1. Vision

◆ Do you have a vision that is appropriate for your enterprise & for the times; that sets standards of excellence & reflects high ideals; that clarifies purpose & direction; that inspires enthusiasm & encourages commitment; that is well articulated & easily understood; that reflects the uniqueness of the organization & is ambitious?

2. Passion

◆ Can you express your vision with passion & get others excited with your goals? Are praise & energy prevalent in your enterprise?

3. Strategy

◆ Do you have a strategy to achieve your vision? Have you short & long term objectives & strategic, business & financial plans?

4. Market – Customers

◆ Have you clearly identified your market & your customers & is your product or service suitable or acceptable to that market? Are you aware of your Internal & External customers?

5. Organisation

◆ Are you properly organised & can you organise & delegate to others? Can you prioritise & manage your time?

6. Information – Records

◆ Are your information & records suitably recorded & stored? Is your information suitable & accessible so as to assist in research & problem solving? Are you using suitable technology for information flow & storage?

7. Decision making

◆ Is problem solving effective & are people aware of their levels of authority? Are there delegated responsibilities & are people held accountable? Is initiative rewarded?

8. Communication – Network

◆ Do you get & give regular feedback, hold regular communication meetings, communicate with your market/customers? Do you actively nurture, grow & share your network? Do you have good presentation techniques? Do you chair meetings effectively?

9. Customer Service

◆ Do you have a Customer Service Policy? Does your policy cover both your internal & external customers?

10. Standards & Values

◆ What core values are stressed in your Enterprise? What is done to ensure competence, lifelong learning, quality, excellence, output orientation & environmental conservation?