

<b>Questionnaire</b>		<b>Rating</b>	
<p>Your replies to this questionnaire will be kept confidential. It is intended to provide a snapshot so please answer every question providing your personal opinion or your perception of the situation as best you can.</p>		<p>(0 = None or Minimal; 1= Partly; 2 = wholly)</p>	
		Section	Branch
<b>Vision</b>			
Is there a Vision that	is appropriate for your Section/Branch & for the times?		
	sets standards of excellence & reflects high ideals?		
	clarifies purpose & direction?		
	inspires enthusiasm & encourages commitment?		
	is well articulated & easily understood?		
	reflects the uniqueness of the organization & is ambitious?		
Does your team brainstorm effectively & creatively?			
<b>Passion</b>			
Can you express the Section/Branch vision with passion & get others excited with the goals?			
Are you self-confident – Especially are you confident at and about your Section / Branch?			
Are you and your colleagues motivated?			
Are praise & energy prevalent in your Section/Branch?			
<b>Strategy</b>			
Is there a strategy to achieve the Section/Branch vision?			
Is change in strategy allowed for & acknowledged (Innovation)??			
Are Section/Branch products &/or services suitable or appropriate for the Section/Branch			
Is the Section/Branch appropriately & competently staffed/manned?			
Are there short & long term achievable plans & objectives? Are they periodically reviewed?			
Are there business, strategic, marketing &/or financial plans?			
Is the management style & organisational culture (ways of working) appropriate for the			
<b>Market – Customers /Clients</b>			
Are the Section/Branch markets &/or are your customers/clients clearly identified?			
Do you know your Internal & External suppliers & customers/clients?			
Do you know what your customers/clients want?			
Are customers/clients (& suppliers) included in problem solving & decision-making?			
<b>Organisation</b>			
Are you and the Section/Branch properly organised? (To do list, scheduler, planner)			
Is organisation & delegation to others effective?			
Is time prioritised & managed effectively?			
Are the systems/procedures effective, efficient & periodically reviewed & updated?			
<b>Information – Records</b>			
Is information & are records suitably recorded & stored?			
Is information kept up to date? Can it be depended on?			
Is information suitable & accessible so as to assist in research & problem solving?			
Is suitable technology used for information flow & storage?			
<b>Decision making</b>			
Is problem solving effective & are people aware of their levels of authority?			
Are there delegated responsibilities in your Section/Branch & are people held accountable?			
Do you allow for mistakes &/or do you learn from mistakes?			
Is initiative permitted, if so, is it rewarded?			
<b>Communication – Network</b>			
Is communication, internal and external, timely effective and professional?			
Is feedback received & given regularly?			
Are meetings chaired effectively & are Section/Branch regular communication meetings held?			
Are good report writing &/or presentation techniques prevalent?			
Is negotiation effective?			
Are networks actively nurtured, grown & shared?			
<b>Customer/Client Service</b>			
Is there a Customer/Client Service/Care ethic?			
Is the Section /Branch Reliable, Responsive, Assuring, Empathetic & is the working environment			
Is customer/client service tested or feedback obtained?			

Are you and your colleagues treated the way the customers are treated?				
<b>Standards &amp; Values</b>				
Are your Section/Branch's core values continually stressed, revisited & regenerated?				
Is everything done to ensure the values of	Competence (qualified people) and Continuous Improvement (Lifelong Learning)?			
	Excellence & Quality?			
	Teamwork?			
Are people positively confronted when appropriate & is discipline procedurally & substantively				
Is output rather than process actively & continually stressed (results/output orientation)?				