



Are We Making Progress?

QUESTIONNAIRE RESULTS

2011 Board of Examiners

Category 1: Leadership

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
1a) I know my organization's mission (what it is trying to accomplish).	1%	5%	1%	36%	58%
1b) I know my organization's vision (where it is trying to go in the future).	2%	8%	8%	32%	50%
1c) My senior (top) leaders use our organization's values to guide us.	1%	15%	16%	35%	33%
1d) My senior leaders create a work environment that helps me do my job.	4%	13%	16%	45%	22%
1e) My organization's leaders share information about the organization.	1%	13%	11%	49%	27%
1f) My organization asks what I think.	5%	16%	15%	47%	17%

Category 2: Strategic Planning

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
2a) As it plans for the future, my organization asks for my ideas.	8%	24%	20%	33%	16%
2b) My organization encourages totally new ideas (innovation).	3%	18%	24%	40%	15%
2c) I know the parts of my organization's plans that will affect me and my work.	4%	12%	17%	46%	21%
2d) I know how to tell if we are making progress on my work group's part of the plan.	3%	16%	17%	43%	21%
2e) My organization is flexible and can make changes quickly when needed.	6%	23%	24%	35%	11%

Category 3: Customer Focus

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
3a) I know who my most important customers are.	1%	1%	3%	38%	57%
3b) I regularly ask my customers what they need and want.	1%	15%	12%	42%	30%
3c) I ask if my customers are satisfied or dissatisfied with my work.	1%	12%	15%	44%	29%
3d) I am allowed to make decisions to solve problems for my customers.	2%	8%	11%	45%	35%
3e) I also know who my organization's most important customers are.	1%	3%	10%	40%	45%

Category 4: Measurement, Analysis, and Knowledge Management

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
4a) I know how to measure the quality of my work.	1%	6%	15%	46%	32%
4b) I can use this information to make changes that will improve my work.	1%	9%	16%	46%	28%
4c) I know how the measures I use in my work fit into the organization's overall measures of improvement.	6%	13%	16%	45%	20%
4d) I get all the important information I need to do my work.	6%	21%	19%	42%	12%
4e) I know how my organization as a whole is doing.	6%	10%	15%	43%	26%

Category 5: Workforce Focus

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
5a) The people I work with cooperate and work as a team.	3%	6%	14%	51%	26%
5b) My bosses encourage me to develop my job skills so I can advance in my career.	3%	13%	17%	32%	35%
5c) I am recognized for my work.	3%	9%	16%	50%	22%
5d) I have a safe workplace.	0%	3%	4%	38%	55%
5e) My bosses and my organization care about me.	3%	8%	20%	35%	34%
5f) I am committed to my organization's success.	0%	1%	5%	33%	62%

Category 6: Operations Focus

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
6a) I can get everything I need to do my job.	3%	18%	19%	43%	16%
6b) We have good processes for doing our work.	6%	18%	27%	43%	6%
6c) I have control over my work processes.	3%	16%	13%	51%	17%
6d) We are prepared to handle an emergency.	5%	11%	18%	40%	26%

Category 7: Results

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
7a) My work products meet all requirements.	0%	8%	20%	58%	14%
7b) My customers are satisfied with my work.	1%	1%	13%	60%	25%
7c) I know how well my organization is doing financially.	3%	15%	7%	36%	38%
7d) My organization has the right people and skills to do its work.	5%	17%	21%	43%	14%
7e) My organization removes things that get in the way of progress.	7%	27%	34%	28%	5%
7f) My organization obeys laws and regulations.	0%	1%	2%	29%	67%
7g) My organization practices high standards and ethics.	0%	5%	12%	31%	52%
7h) My organization helps me help my community.	3%	9%	11%	42%	35%
7i) My organization is a good place to work.	1%	4%	13%	43%	39%

A TOTAL OF 173 MEMBERS OF THE BALDRIGE BOARD OF EXAMINERS COMPLETED THIS QUESTIONNAIRE.