

Quick Test

Assess Your Organization's Improvement Maturity (IM)

It's quite simple to determine if an organization is a Level 3 or lower vs. Level 4 or higher using this Quick Test. Your first reaction may be to ignore this survey because it looks too simple to be meaningful. But the questions are serious, and it is a starting point for a reality test. Think about your organization and try to realistically (without the rose-colored glasses for in-house cheerleading meetings) answer the three key questions. Ask several people with different perspectives about the business to do this assessment, so you can have a thoughtful discussion. Ask them to have some evidence to support their rating, don't just do it based on 'gut' feel. Ask the three questions in the following table.

Your Organization's Improvement Effectiveness / Maturity Ratings

Question	Rating
1. Have you been able to dependably sustain and replicate elsewhere the gains from improvement projects?	
2. Have key overall business performance metrics (e.g., financials, new revenues, customer loyalty, strategic results) shown meaningful change as a result of improvement initiatives?	
3. Are your employee engagement survey scores more than 2x above your industry average?	

Ratings:

(-) Failing to do good job of this.....more negative than positive

(+) Inconsistent.....sometimes we do it well

() We consistently do this very well*

Interpretation:

If your rating has less than two stars (), then at best you are a Level 3.*

A Level 5 company does all three consistently, including the very difficult third one.

It's a struggle in most organizations to consistently do those three things well. A more in-depth assessment is required to determine the specific level of improvement maturity. Ideally this is looked at from a supply-chain perspective, your customers pulling from you and your suppliers. While it is sometimes tempting to improve supply chain partners, you are much better off to first focus on doing a better job in your own backyard.