

TEAM PERFORMANCE CHECKLIST

Are team members damaging your business?

This Team Performance Checklist will allow you to find out how your business is being affected. And see how you can make small changes to what you're doing now, and see a dramatic increase in business performance. Simply go through each item and mark "Yes or "No" in the boxes indicated.

CHALLENGE	YES	NO	If we could fix this problem what difference would it make to our business? (write your answer in here)
We experience a high level of product returns, write-offs, charge-backs and warranty claims.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Orders are late being processed more than 5% of the time.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
We have a higher than average level of absenteeism and job turnover .	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Our Worker's Compensation claims are higher than industry averages.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Our productivity levels are lower than industry averages.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
Whenever I ask my staff to stay back, most of them either whine or refuse .	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
We don't have formal hiring and firing systems in place.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
We don't regularly celebrate milestones such as birthdays, anniversaries or meeting targets.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
We receive regular complaints from customers about our customer service.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
We have no formal structure in place to financially reward our staff for achieving targets or doing a great job.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
We don't share our vision or our company goals with staff regularly.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
We don't have a structured Employee Induction Process AND Manual	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
We experience a fair amount of down-time due to accidents.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
We don't undertake formal performance review processes .	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
We don't have a clear career path for our employees to follow.	<input type="checkbox"/> YES	<input type="checkbox"/> NO	
We don't invest money on training .	<input type="checkbox"/> YES	<input type="checkbox"/> NO	

How did you go? If you answered "YES" to more than 3 of these questions there's a good chance your business is underperforming and your profits are down, primarily because your team aren't performing to their best ability. With the right team management practices in place you can increase productivity and profits. You pick the percentage. Call Business Reflections now on (02) 9723 3700 or 0403 125 967 for your TEAM PRODUCTIVITY ANALYSIS.