

Operations survey results

Site or area

Date

Number of answers

Tally how many staff ticked each box. Percent agree = (number of 4s + number of 5s) divided by the total, times 100.

STATEMENT	1	2	3	4	5	TOTAL	% AGREE
1. I know what our customers need from my team's work.							
2. Materials and information are ready when a job starts.							
3. Work moves on to the next step without waiting.							
4. We get work right the first time, with no redoing.							
5. We deliver on the dates we promise.							
6. We cope well when plans change at short notice.							
7. Little time or material is wasted in my area.							
8. Equipment is maintained before it breaks down.							
9. I can see each day whether my team is on track.							
10. Ideas from the people doing the work get tried.							

Which should our operation get better at first

QUALITY	SPEED	DELIVERING ON TIME	FLEXIBILITY	COST

Strengths

The two statements with the highest percent agree.

First two fixes on the floor

The two statements with the lowest percent agree.

What the open answers say

Sort the comments into three or four themes.

You said, we will

What the floor told us, and what changes next.