

Post implementation review survey

The change has been live for a while now. Tell us how it is really working for you. No name needed: the review team only sees results for whole groups.

System or change _____ Team _____ Date _____

For each statement, tick one box from 1 (strongly disagree) to 5 (strongly agree).

1 Which best describes how you do this work now?

- ☐ All of it in the new system ☐ Most of it, with some side steps ☐ About half, the rest the old way
☐ Mostly the old way ☐ I do not use it

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
2 The new system has solved the problem it was brought in to fix.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
3 The new system does what we were told it would do.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
4 My routine tasks take less time than before the change.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
5 I spend less time fixing errors than I did the old way.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
6 The information I get from it is accurate and up to date.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
7 We were told early enough what was changing and when.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
8 By go-live day, I knew how to do my main tasks the new way.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
9 Problems I have reported since go-live get fixed.	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

10 Knowing what you know now, what should we do with this change?

- ☐ Keep it as it is ☐ Keep it, with fixes ☐ Not sure yet ☐ Go back to the old way

11 What still does not work the way it should?

12 If we made a change like this again, what should we do differently?

Optional questions (1 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Day to day: side steps and use

13 Which of these do you still do outside the new system? (tick all that apply)

- ☐ Keep my own spreadsheet ☐ Use paper notes or forms ☐ Ask a colleague to do steps for me
☐ Use parts of the old system ☐ Enter the same data twice ☐ None of these

14 If you use a side step, what does it give you that the new system does not?

15 How much of what the system offers your role do you use?

- ☐ Only the basics ☐ The basics and a few extras ☐ Most of what my role needs
☐ Everything my role needs ☐ Not sure what else it does

16 When you get stuck, what do you usually do first?

- ☐ Ask a colleague ☐ Check the help guide ☐ Contact the help desk ☐ Work it out myself
☐ Go back to the old way

How the rollout went

STATEMENT	STRONGLY DISAGREE			STRONGLY AGREE	
17 I understood why the change was being made.	1	2	3	4	5
18 Go-live day went the way we were told it would.	1	2	3	4	5
19 Someone was on hand to help in the first weeks after go-live.	1	2	3	4	5
20 The project team listened to concerns raised by my team.	1	2	3	4	5

21 What one thing about the rollout would you change?

Optional questions (2 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Results and benefits

22 Since the change, which of these have improved for you? (tick all that apply)

- ☐ Time on routine tasks ☐ Fewer errors to fix ☐ Finding information ☐ Reports I rely on
☐ Less double entry ☐ Service to customers ☐ Nothing yet

23 In a typical week, how much time does the change save or cost you?

- ☐ Saves over 2 hours ☐ Saves 1 to 2 hours ☐ Saves under an hour ☐ No difference
☐ Costs me time

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
24 People who rely on my work get it sooner than before.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
25 The change was worth the disruption it caused.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
26 What benefit did you expect that has not arrived yet?										

Lessons learned (the project team answers)

STATEMENT	STRONGLY DISAGREE					STRONGLY AGREE				
27 The project goals were clear to everyone on the team from the start.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
28 Changes to scope were agreed and recorded before work started on them.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
29 Risks were raised early enough to act on them.	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
30 How did the project finish against its plan?										
☐ On time and on budget ☐ On time, over budget ☐ Late, on budget ☐ Late and over budget ☐ Not sure										

Thank you. Your answers are anonymous.

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Optional questions (3 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Lessons learned (the project team answers) (continued)

31 What worked on this project that the next one should copy?

32 What caused the most rework or delay, and how could it be avoided?

About you (optional)

33 How do you work with the new system?

☐ Every day ☐ Now and then ☐ I manage people who use it ☐ Support or admin

34 When did you start using it?

☐ From go-live day ☐ In the first month ☐ Later than that

35 Which team or site do you work in?

Thank you. Your answers are anonymous.

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