

Post implementation review results

System or change

Team

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

Which best describes how you do this work now

ALL OF IT IN THE NEW
SYSTEMMOST OF IT, WITH
SOME SIDE STEPSABOUT HALF, THE REST
THE OLD WAY

MOSTLY THE OLD WAY

I DO NOT USE IT

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Strengths

The two statements with the highest percent agree.

Fixes to schedule next

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 staff reported, which fixes are booked, and who owns each one.
