TAILWIND

Performance report



EXECUTIVE SUMMARY

Meridian Works / Example bonus-removed

Insufficient evidence

The answers do not establish a cause. Gather more evidence before choosing an intervention.

What remains uncertain

The manager raised willingness. The available answers do not establish individual motivation.

Suggested management actions

Review the evidence with the team and observe the task before selecting a remedy.

Manager's decision

Example choice: verify the possible cause with the team before committing resources.

Diagnostic record

Meridian Works / Example bonus-removed

Reported evidence and route

Performance gap	Fictional dispatch team at Meridian Works. Expected: At least 98 of every 100 orders pass the first quality check. Observed: In the last sample, 91 of 100 orders passed the first check. Evidence: The fictional dispatch log records nine rework orders in a sample of 100.
Impact	Significant impact
Expectations	The standard is clear
Working conditions	Tools, time and support are adequate
Consequences	Rewards support the intended behaviour
Skill and knowledge	Has demonstrated the skill
Remaining obstacles	Willingness may be a factor
Manager's observation or concern	The manager suspects poor motivation. The volume bonus was removed. No direct evidence of unwillingness was recorded.
Basis for the concern	Manager's hypothesis

Conclusion

Insufficient evidence. Review the proposed findings with the people who do the work.