TAILWIND

Performance report



EXECUTIVE SUMMARY

Meridian Works / Example changed

Management or environment

The manager reports a workplace barrier: An operational barrier prevents the work. Check this explanation with the team before acting.

Possible causes supported by the answers

The manager reports a workplace barrier: An operational barrier prevents the work.

Suggested management actions

Check the barrier at the point of work. Restore the missing support or feedback and observe performance again.

Manager's decision

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

Diagnostic record

Meridian Works / Example changed

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 worker met the same target before the mandatory second queue was introduced.
Impact	Significant impact
Expectations	The standard is clear
Working conditions	An operational barrier prevents the work
Consequences	Rewards support the intended behaviour
Skill and knowledge	Has demonstrated the skill
Remaining obstacles	No further obstacle identified

Proposed improvement plan

30 days

Check the proposed cause and record a baseline against the stated standard.

60 days

Compare results after the agreed trial. Record its effort, cost and effect.

90 days

Compare the same measure with baseline. Keep, change or stop the intervention based on the evidence.

Performance indicator

Reported standard: At least 98 of every 100 orders pass the first quality check. Starting observation: In the last sample, 91 of 100 orders passed the first check. Compare the same measure and the cost of the trial at each review.

Conclusion

Management or environment. Review the proposed findings with the people who do the work.