TAILWIND

Performance report



EXECUTIVE SUMMARY

Meridian Works / Example incentives

Management or environment

Workplace consequences may contribute: Desired performance is penalised. Check this explanation with the team before acting.

Possible causes supported by the answers

Workplace consequences may contribute: Desired performance is penalised.

What remains uncertain

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

Suggested management actions

Compare what receives recognition with the required standard. Trial one change and measure the effect.

Manager's decision

Example choice: trial a bonus that recognises first-pass quality. Compare rework and dispatch time before changing the wider scheme.

Diagnostic record

Meridian Works / Example incentives

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	Desired performance is penalised
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 bonus pays for units dispatched per hour.
Basis for the concern	Manager's hypothesis

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.