TAILWIND

Performance report



EXECUTIVE SUMMARY

Meridian Works / Example incomplete

Insufficient evidence

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

What remains uncertain

Observe the task before drawing a conclusion about competence.
Further investigation is needed before confirming the remaining factors.

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 incomplete

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	Competence still needs checking
Remaining obstacles	Further investigation is needed
Manager's observation or concern	No observed demonstration is available.

Conclusion

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