TAILWIND

Performance report



EXECUTIVE SUMMARY

Meridian Works / Example low

Monitor the gap

The manager reports that the gap has little impact. Agree when to check it again.

Reported evidence and route

Performance gap — Fictional dispatch team at Meridian Works. Expected: At least 98 of every 100 orders pass the first check. Observed: 97 of 100 passed. The extra recheck took two minutes. Evidence: The fictional rework log shows one extra recheck and no delay.
Impact — Little impact

Stages skipped after the impact check

Expectations, Working conditions, Consequences, Skill and knowledge, Remaining obstacles.

What remains uncertain

The later diagnostic stages were not reached.

Suggested management actions

Agree a review date and the change that would trigger another assessment.

Manager's decision

Example choice: review the next 100 orders and reopen the case if rework causes a delay.

Conclusion

Monitor the gap. Review the proposed findings with the people who do the work.