TAILWIND

Performance report



EXECUTIVE SUMMARY

Meridian Works / Example motivation

Possible motivation factor

The manager reports specific behaviour after the workplace and skill checks. Motivation remains a possible explanation. Check this explanation with the team before acting.

Possible causes supported by the answers

The manager reports specific behaviour after the workplace and skill checks. Motivation remains a possible explanation.

Suggested management actions

Discuss the observation with the person and check their account before deciding on a response.

Manager's decision

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

Diagnostic record

Meridian Works / Example motivation

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	In the fictional follow-up the employee described choosing to skip checks despite having time, tools and the demonstrated ability to do them.
Basis for the concern	Specific behaviour observed or discussed

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

Possible motivation factor. Review the proposed findings with the people who do the work.