TAILWIND

Performance report



EXECUTIVE SUMMARY

Meridian Works / Example process

Task or process

Task design may be hindering performance. Check this explanation with the team before acting.

Possible causes supported by the answers

Task design may be hindering performance.

Suggested management actions

Try a simpler sequence on one job and compare quality and elapsed time.

Manager's decision

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

Diagnostic record

Meridian Works / Example process

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	The task or process could be simpler
Manager's observation or concern	The same label must be copied manually into two systems.

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

Task or process. Review the proposed findings with the people who do the work.