TAILWIND

Performance report



EXECUTIVE SUMMARY

Meridian Works / Example skills

Skill or knowledge

The respondent reports a specific skill gap. Has not demonstrated this skill before. Check this explanation with the team before acting.

Possible causes supported by the answers

The respondent reports a specific skill gap. Has not demonstrated this skill before.

Suggested management actions

Demonstrate the missing task, then observe a supervised attempt.

Manager's decision

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

Diagnostic record

Meridian Works / Example skills

Reported evidence and route

Performance gap	New dispatch clerk. Expected: Complete all five verification steps. Observed: The clerk misses the label check. Evidence: In three fictional demonstrations the clerk could not complete the label check.
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	A specific skill gap is established
Remaining obstacles	No further obstacle identified
Past practice	Has not demonstrated this skill before

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: Complete all five verification steps. Starting observation: The clerk misses the label check. Compare the same measure and the cost of the trial at each review.

Conclusion

Skill or knowledge. Review the proposed findings with the people who do the work.