TAILWIND

Performance report



EXECUTIVE SUMMARY

Meridian Works / Example unknown

Gather impact evidence

The effect of this gap is unknown. Establish its cost, time or customer impact before choosing an intervention.

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 log records rework counts. It does not record the time, cost or customer impact.
Impact — Impact is unknown

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

Record rework time and customer impact for a representative sample, then reassess.

Manager's decision

Example choice: measure rework time and customer delays for the next 100 orders before selecting an intervention.

Conclusion

Gather impact evidence. Review the proposed findings with the people who do the work.