

## Evaluation of Business / Organizational Needs

1. What metrics does your organization use to measure results? (Customer satisfaction, number of grievances, revenue, sales, production, etc.)
2. What is the most important metric or the one you would like to see improve within the next 12 months?
3. What is your current performance on this metric?
4. What is the target you would like to achieve? What would be the positive consequences of closing the gap?
5. What would *not* closing the gap mean? Negative consequences?
6. What job role(s) are *most* responsible for delivering on this metric?
7. What has your organization already tried to improve performance on this metric? What was the result?