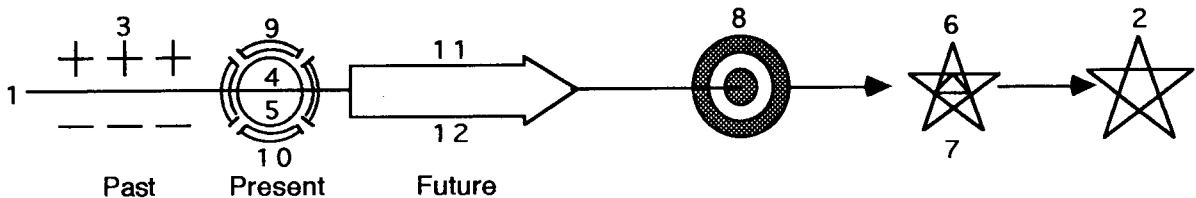


AN APPROACH TO ORGANIZATION ASSESSMENT

Brian Yost

I. Understanding the Current Situation

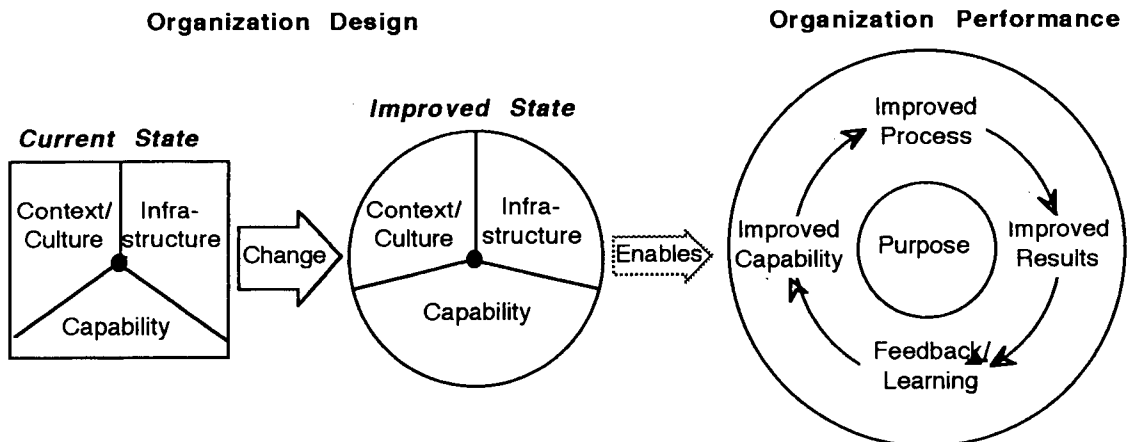
Symbol for Continuous Improvement Framework



This framework enables everyone to see, at a macro level, the big picture/the total relevant context/the total system relevant to the situation at hand, and develop breakthrough plans for improving on it.

II. Assessing the Organization's Condition to Deal With the Current and Future Situations

Organization Improvement Model



Surveys

- Context/Culture
- Infrastructure
 - Processes, Systems, Structures
- Individual and Team Capability
- Change Management
- Life-Giving Forces

Interviews

- Performance
 - Business
 - Functioning
 - Organization
- Organization Health/Capability

This information enables seeing the invisible factors that determine organization performance, and where the gaps are in those factors. Can help in determining why the organization is performing as it is, and identify where the greatest leverage for improvement is.

"All organizations are perfectly designed to get the results they get."

— Bill Veltrop