

One System One Voice Organization Survey - Circle your answer to each question

1. If you ask everyone on your team, in your department, and/or division – **“What is our purpose, Why do we exist?”**; which answer below would you get?
 - A. The answers would vary from person to person and may not have any similarity
 - B. Everyone would have a similar response
2. If you ask everyone on your team, in your department, and/or division – **“Who is the Customer of the work you do?”**; which answer below would you get?
 - A. The answers would vary and include responses like – my team, my manager, the next process, the people that buy our product, etc.
 - B. Everyone would say - The external customer that uses our product or service
3. If you ask everyone on your team, in your department, and/or division – **“What is/are the outcome(s) the customer receives from the work you do?”**; which answer below would you get?
 - A. The answers would vary from person to person and may not have any similarity
 - B. Everyone would describe the customer outcome(s) they help deliver
4. If you ask everyone on your team, in your department, and/or division – **“What are the metrics/measures that describe customer outcome(s) performance?”**; which answer below would you get?
 - A. The answers would vary from person to person and may not have any similarity
 - B. Everyone would describe the same metrics/measures to determine customer outcome(s) performance
5. If you ask everyone on your team, in your department, and/or division – **“What are our goals?”**; which answer below would you get?
 - A. The answers would vary from person to person and may not have any similarity
 - B. Everyone would describe the same goals as a change in customer outcome(s) performance, shareholder or associate performance that they help deliver
6. If you ask everyone on your team, in your department, and/or division – **“How do we approach and resolve problems?”**; which answer below would you get?
 - A. The answers would vary from person to person and may not have any similarity – Some might say trial and error, or DMAIC, or 8 Step, etc
 - B. Everyone would describe the same macro problem solving methodology
7. If you ask everyone on your team, in your department, and/or division – **“Do leaders demonstrate similar behaviors and utilize similar philosophies and methodologies?”**; which answer below would you get?
 - A. The answers would vary from person to person – some might even say they need a playbook that describes how to be successful for EACH different leader
 - B. Everyone would say that leaders act in similar ways when they go to gemba, review problems, etc.
8. If you ask everyone on your team, in your department, and/or division – **“How is your process performing right now?”**; which answer below would you get?
 - A. A general response such as not bad, we are doing well, good day so far, etc.
 - B. Everyone would describe the difference in what should be or is planned to happen vs. what is actually happening

