



**BUSINESS  
IMPROVEMENT  
REVIEW**

**RapidBI-output May 2006**

**VS**

**report aug 2**

**31/10/2007**



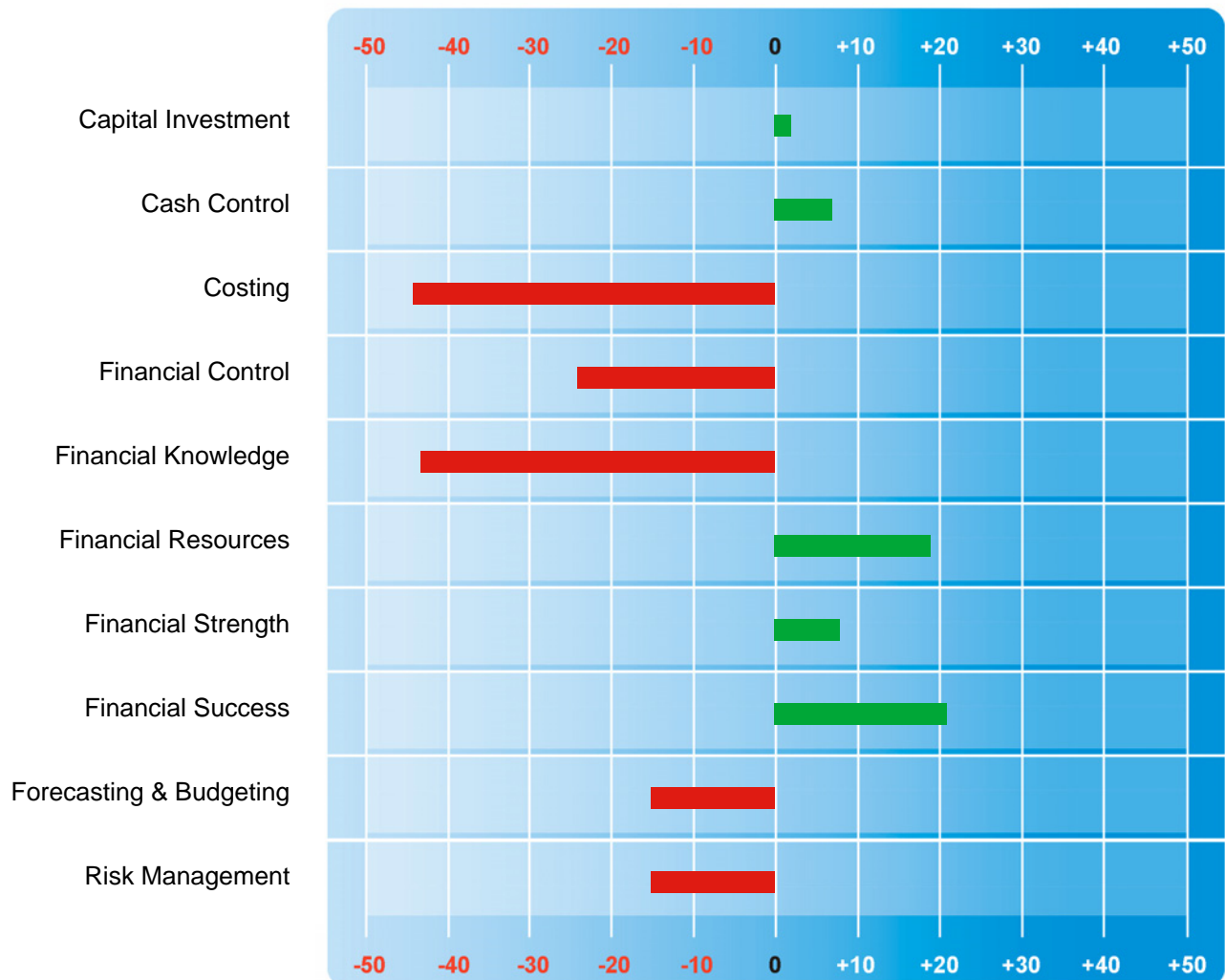
**RAPIDBI**

KNOWLEDGE • UNDERSTANDING • ACTION

## Finance

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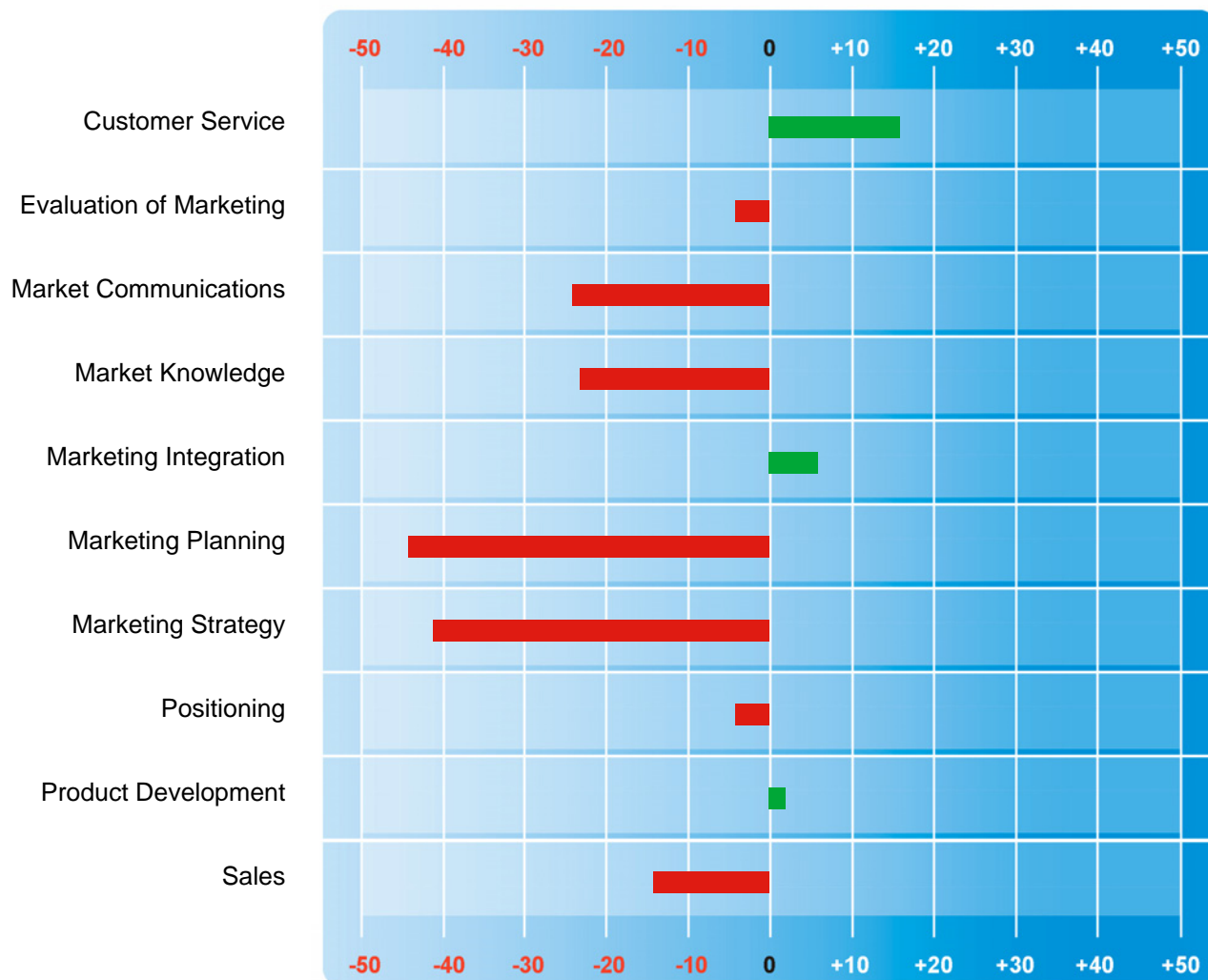
This shows the changes between the two reviews being compared



## Marketing

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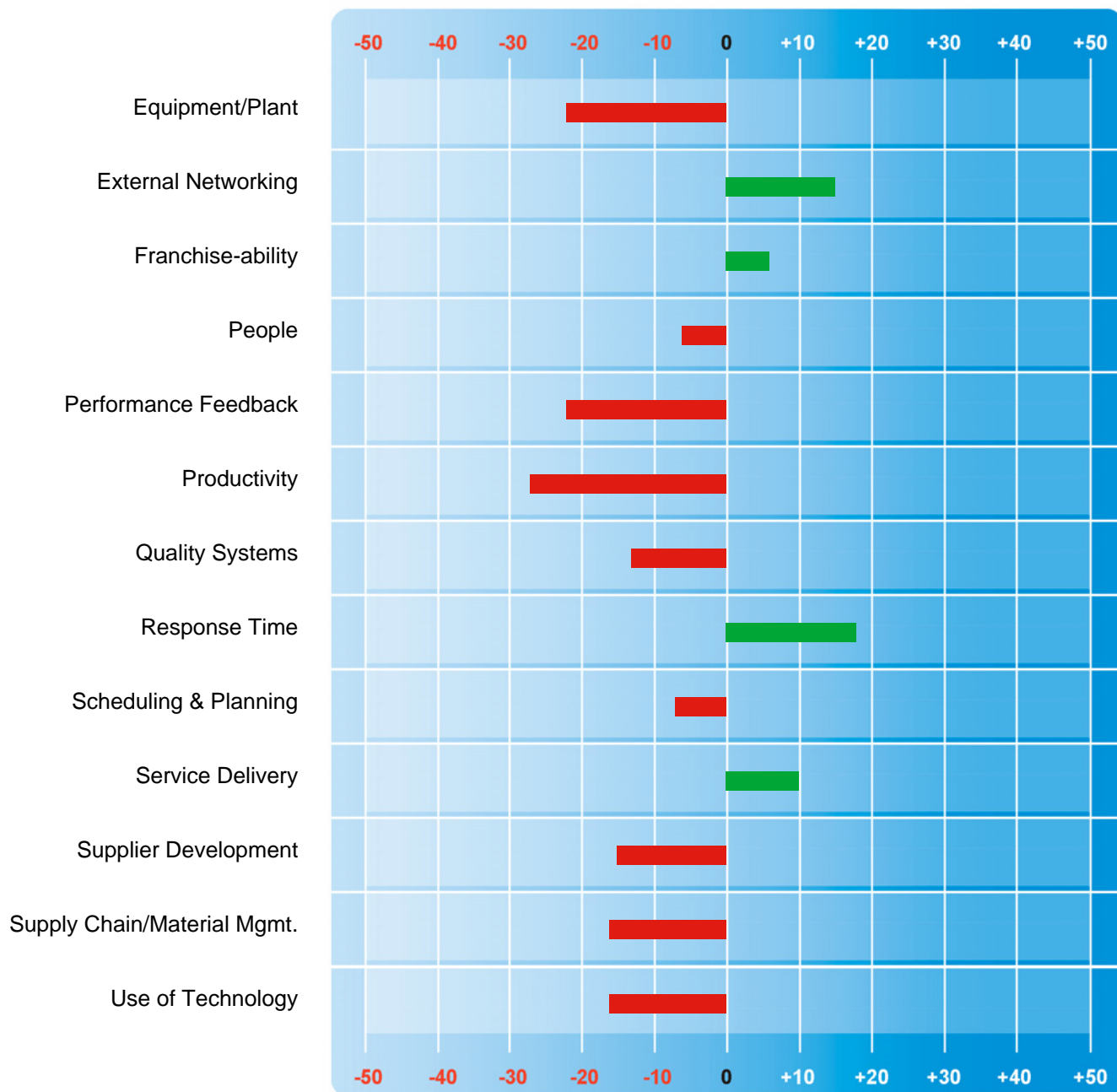
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## Operations

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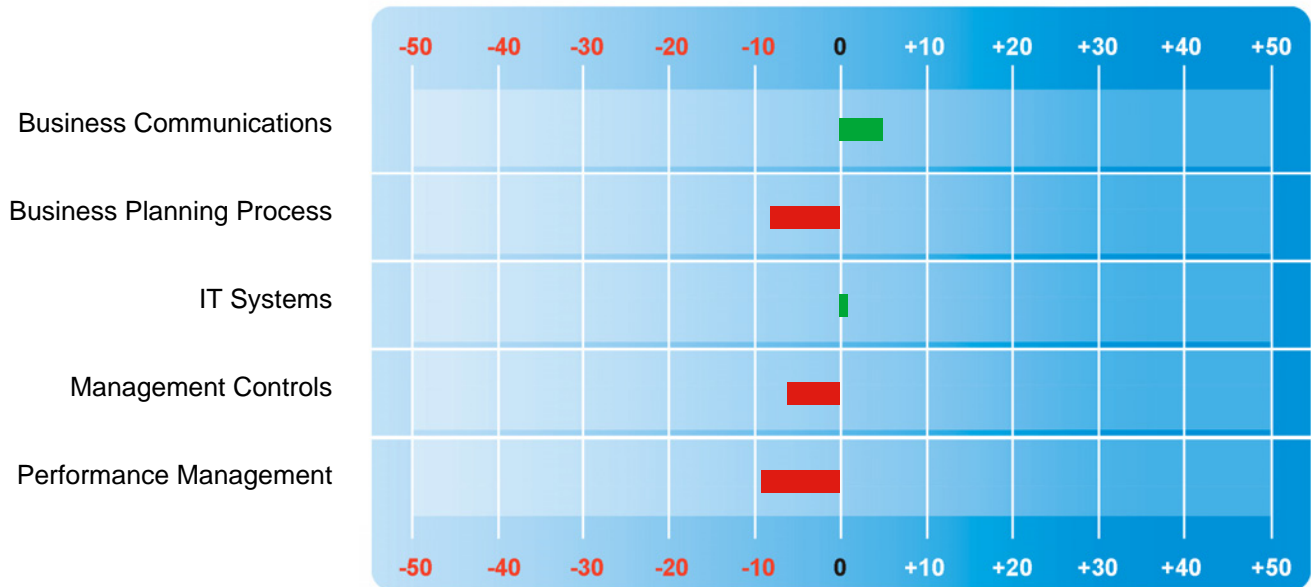
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## Management Processes

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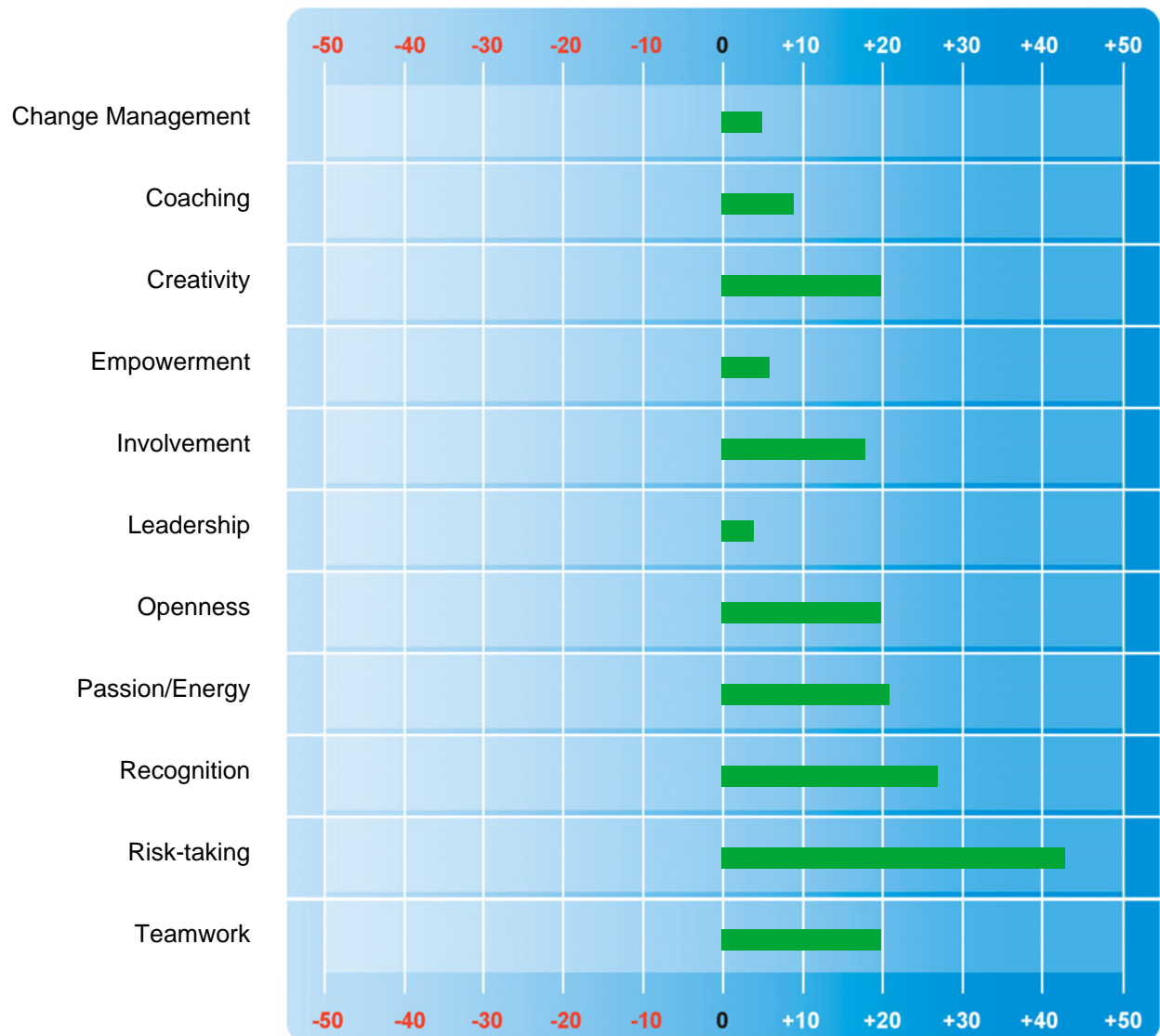
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## Management Style

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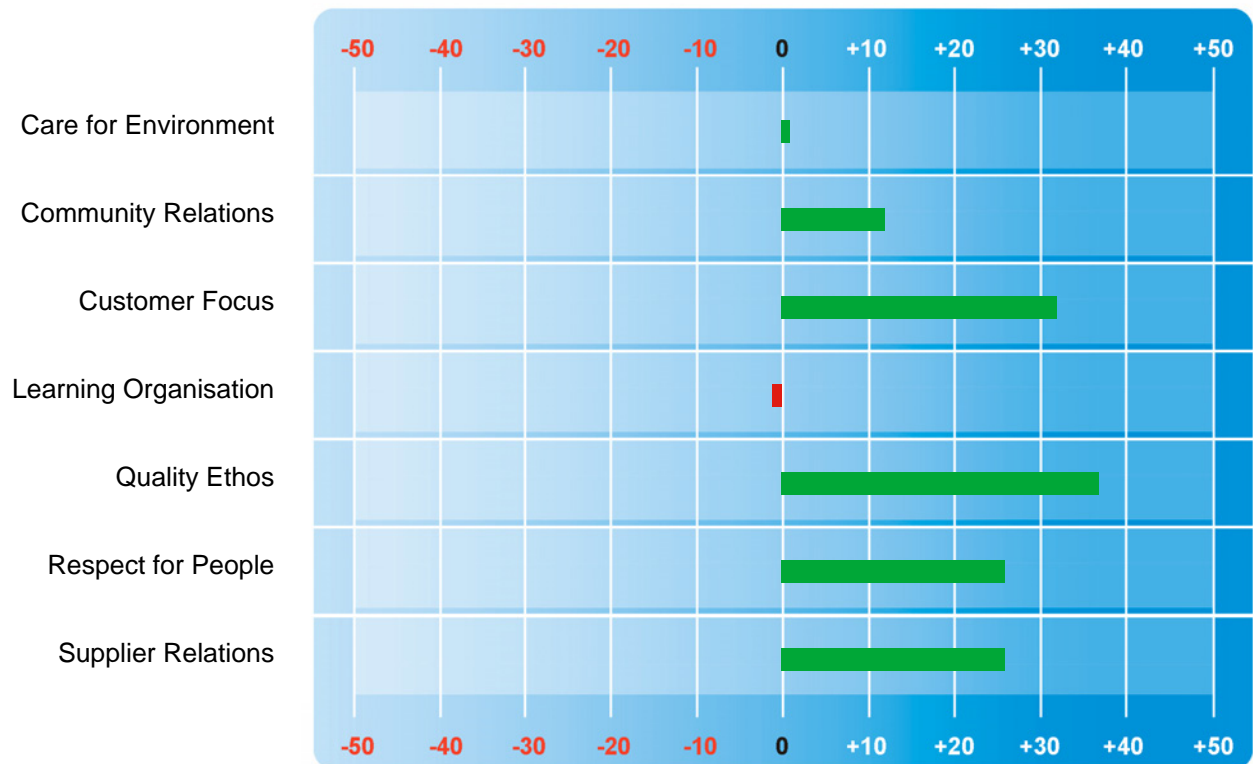
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## Management Values

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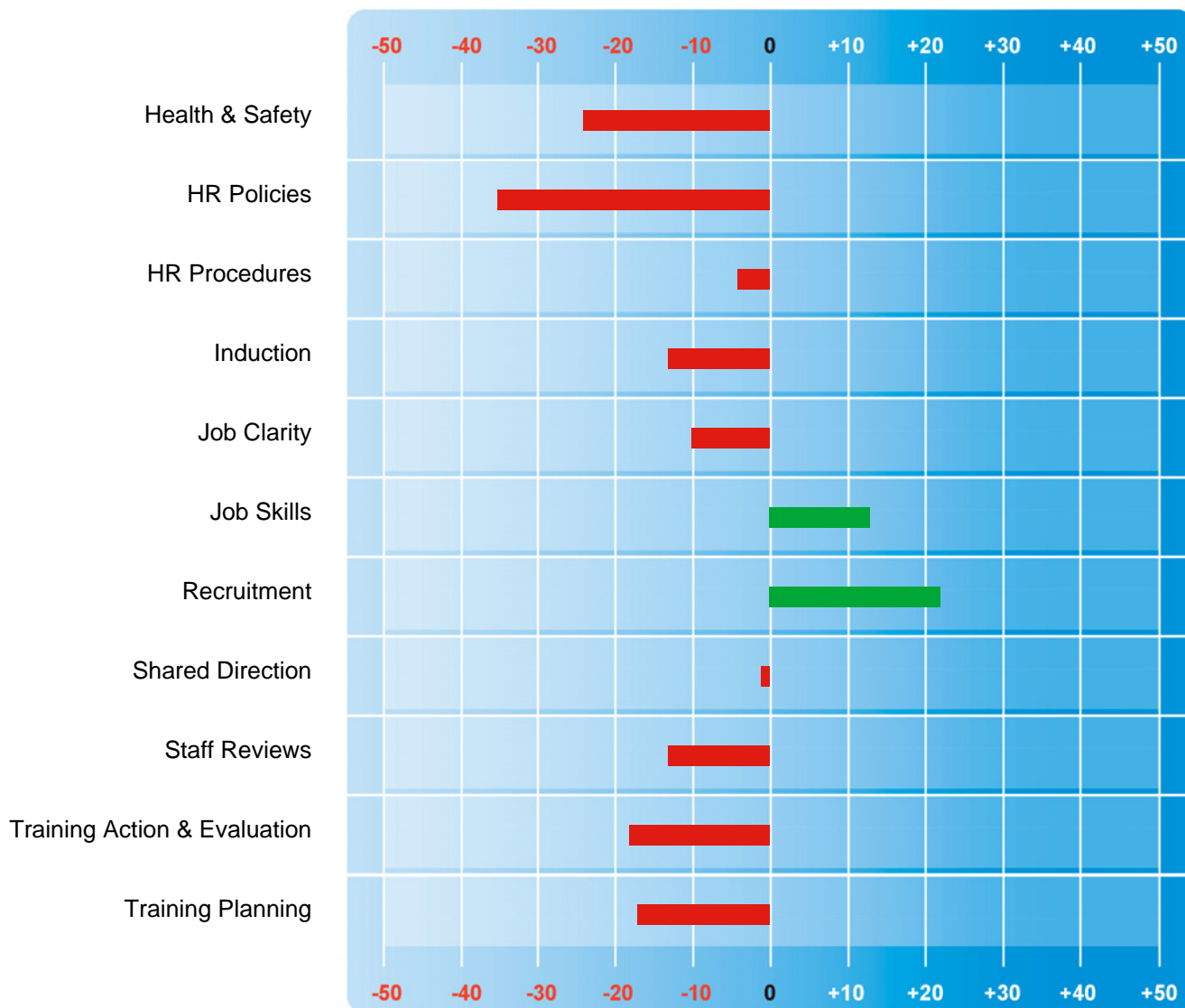
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## People

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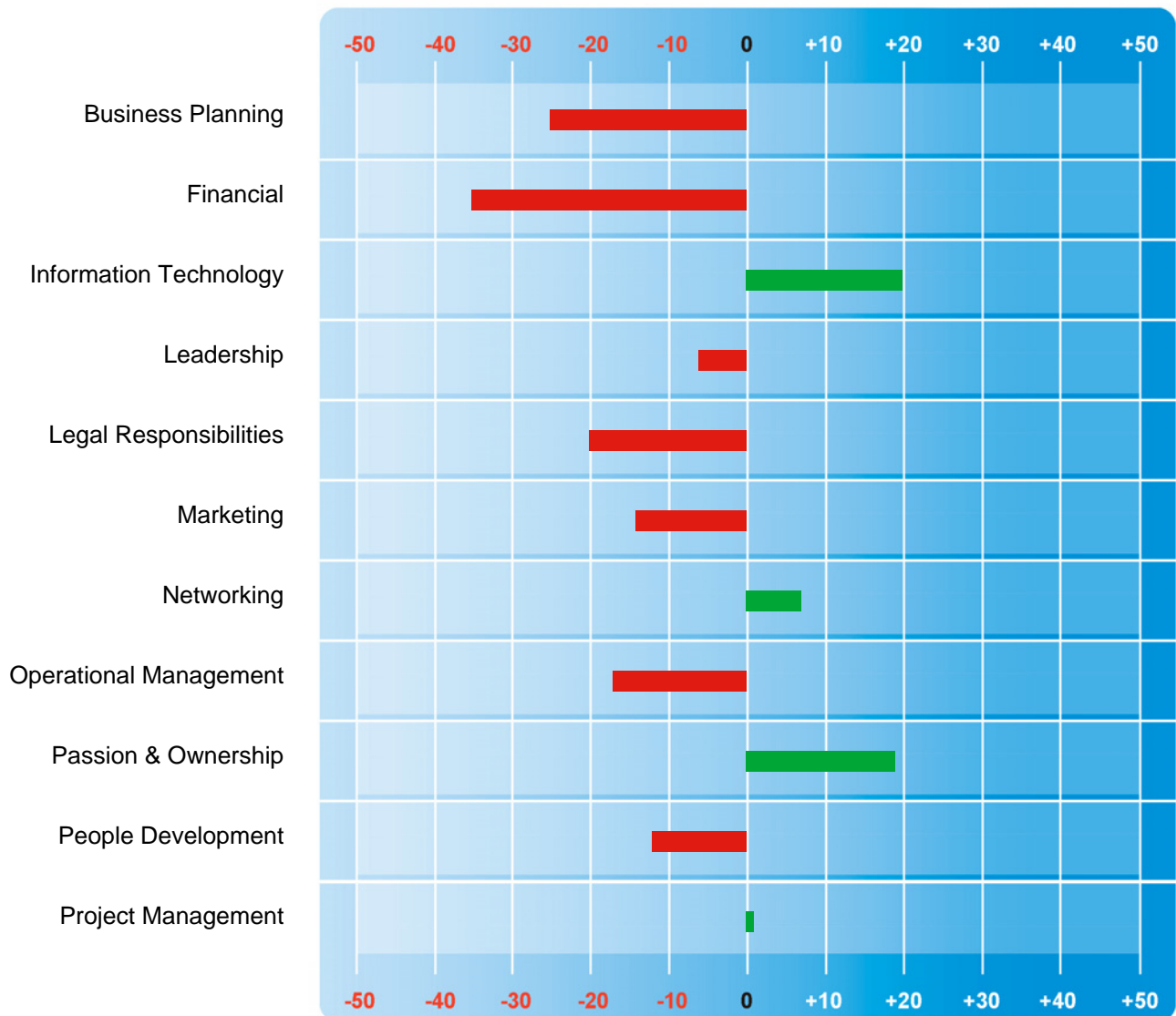




## Management Skills

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## People Management

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	Not True	Partly True	Mostly True	True
1. Aims of the business are effectively communicated	26%	22.6%	13.9%	10.4%
2. Our training plan identifies resources required	29.1%	67.5%	9.1%	29.1%
3. All staff know how they directly support business goals	17.3%	38.2%	5.2%	26%
4. We hold regular staff reviews of performance & training needs	17.3%	58.2%	34.7%	6%
5. Everyone has an individual training/development plan	44%	X	36%	8%
6. Everyone has the right skills & knowledge to do their job	21.7%	42.6%	10.4%	10.4%
7. Training needs are planned & actioned appropriately	7.5%	35%	33.3%	9.1%
8. All staff undertaking training discuss its purpose & outcomes.	11.3%	56.8%	36.3%	31.8%
9. People in new roles undergo effective induction.	13%	38.2%	5.2%	30.4%
10. Management regularly reviews training plans & checks progress.	33.3%	29.1%	29.1%	33.3%
11. There is a clear health & safety policy applied effectively.	7.5%	26.6%	5%	29.1%
12. Managers know & use current employment legislation effectively.	61.9%	5.4%	26%	30.4%
13. Recruitment & selection results in the right people, in the right job.	20%	24%	72%	28%
14. Discipline & grievance procedures are understood by all.	53.9%	17.3%	6%	30.4%
15. Benefit packages are competitive for our sector & locality.	16.6%	5%	10.8%	10.8%
16. There are regular consultations between management & staff.	17.3%	33.9%	9.5%	26%
17. Our best people can easily find another job in the marketplace.	16%	24%	28%	12%
18. There are equal opportunities for all in the business.	21.7%	17.3%	6%	45.2%
19. New job roles are effectively communicated to all.	23.3%	0.8%	9.1%	13.3%
20. The mix of our staff reflects the local community.	16%	24%	12%	4%
21. My manager leaves me to get on with the job.	16.6%	16.6%	4.1%	37.5%
22. Key business processes are clear, documented & followed.	2.6%	33.9%	30.4%	6%

This shows the changes between the two reviews being compared

	Not True	Partly True	Mostly True	True
1. There is a step by step plan for developing the business.	20%	64%	12%	32%
2. Managers agree business aims together, before implementing.	17.5%	0.8%	23.3%	5%
3. A clear plan exists for using IT to underpin & integrate operations.	20.8%	X	45.8%	25%
4. The business has a clear internet & intranet strategy.	20.8%	10.8%	10.8%	0.8%
5. Individual objectives are set & reviewed against business plan.	6.9%	38.2%	10.4%	34.7%
6. Everyone receives timely feedback on their performance.	12.5%	10.8%	13.3%	15%
7. Everyone gets the information they need to perform effectively.	16%	20%	8%	12%
8. There is an open flow of information throughout.	7.5%	25%	22.5%	5%
9. Performance is monitored & corrective action taken.	12%	20%	28%	36%
10. The business has effective systems to monitor performance.	6.9%	18.2%	13.9%	39.1%
11. Everyone is kept informed about the overall plans & performance.	8%	8%	16%	16%
12. Everyone has the materials & equipment to do their job well.	16.6%	29.1%	15%	30.8%

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	Not True	Partly True	Mostly True	True
1. Employees can organise their work to meet agreed objectives.	28%	4%	32%	X
2. Employees are consulted about decisions affecting their work.	24%	24%	32%	16%
3. People's contribution to the business success is recognised.	20.8%	25%	17.5%	63.3%
4. Employees are motivated & identify with the business aims.	26.9%	0.7%	36.9%	10.7%
5. Performance issues are dealt with constructively & without blame.	19.2%	26.9%	26.9%	73%
6. Everyone feels able to express their views without fear.	12.5%	33.3%	9.1%	55%
7. Everyone is passionate about the business & takes action to get things done.	16%	36%	4%	48%
8. The business looks for better ways to do things.	8%	16%	44%	20%
9. All parts of the business work well together.	8%	40%	24%	24%
10. Managers consistently do what they say they will do.	11.5%	10.7%	36.9%	14.6%
11. My manager is effective at coaching me & our team.	4.1%	33.3%	41.6%	4.1%
12. My manager is good at giving specific instructions.	11.5%	30.7%	1.9%	44.2%
13. Managers welcome new ideas from all staff.	12.5%	33.3%	12.5%	58.3%