

Running an Organisation - Audit

Senior Managers - example of 24 submissions

Line Managers - example of 55 submissions



CAPACITY Right Things

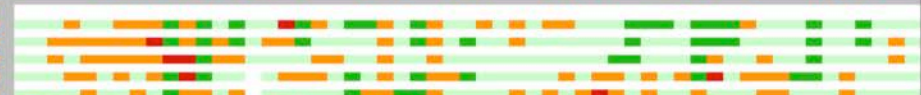
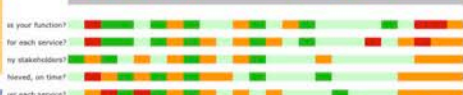
A1. Is the purpose of your organisation aligned with the purpose of your people and their values?



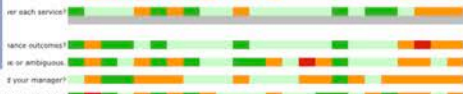
A2. Are there clear, well communicated policies in place, and are they being properly managed?



A3. Are the relevant activities, tasks and business processes fully tested and working properly?



A4. Are there clear expectations, priorities and objectives and are they being properly managed?



CAPABILITY Things Right

A5. Are there clear measures being managed with timely, informative, performance feedback?



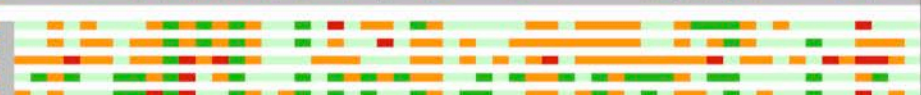
A6. Are the required skills and knowledge in place to perform each activity, task, business process?



A7. Is there a clear workflow explaining what is expected upstream or downstream of each role?



A8. Is the right talent matched to the job with a 'can-do' attitude?



A9. Are there any external factors outside your control which could impede service delivery?

