

Quick Assessment Feedback Report Example

Overview

An overview section provides a definition of terms used on the page and outlines the different sections in the Report.



Thank You for completing the PBM Quick Assessment!

Below are the results for the PBM Quick Assessment completed by Dan Brenner for Progressive Technologies. Your total score was **61** out of 160 points.


Your feedback report consists of the following sections:

- Gap Analysis** - This section provides you an analysis of your total score in each of the main categories in the **PBM Assessment**. Each category has a chart that shows:
 - Critical Gaps** - These identify where you have major impediments to success.
 - Moderate Gaps** - These identify areas that need to be improved for long term sustainment.
 - Strengths** - These are the areas that you are achieving success and need to continue your efforts.
- Recommendations** - This section gives you feedback (based on our research in PBM with 30+ companies over the past 8 years) on several questions based on how the question was answered. The recommendations can be used as a first step to building action plans to address any strengths or gaps.
- Next Steps** - The last section provides some resources and services that will help you jump start your efforts.

PBM Assessment Categories

This section provides a brief description of each of the assessment categories.

PBM Assessment Categories



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Strategy & Planning - Examines how your business strategy and Process Based Management (PBM) strategy integrate. Evaluates how the organization executes its plan for implementing and continuously improving PBM.

Governance - Examines the roles, responsibilities and structure in place to oversee the implementation and management of PBM.

Deployment & Integration - Examines the extent to which PBM deployment has been achieved, your approach for cross-process integration, alignment with improvement methodologies, and stakeholder involvement.

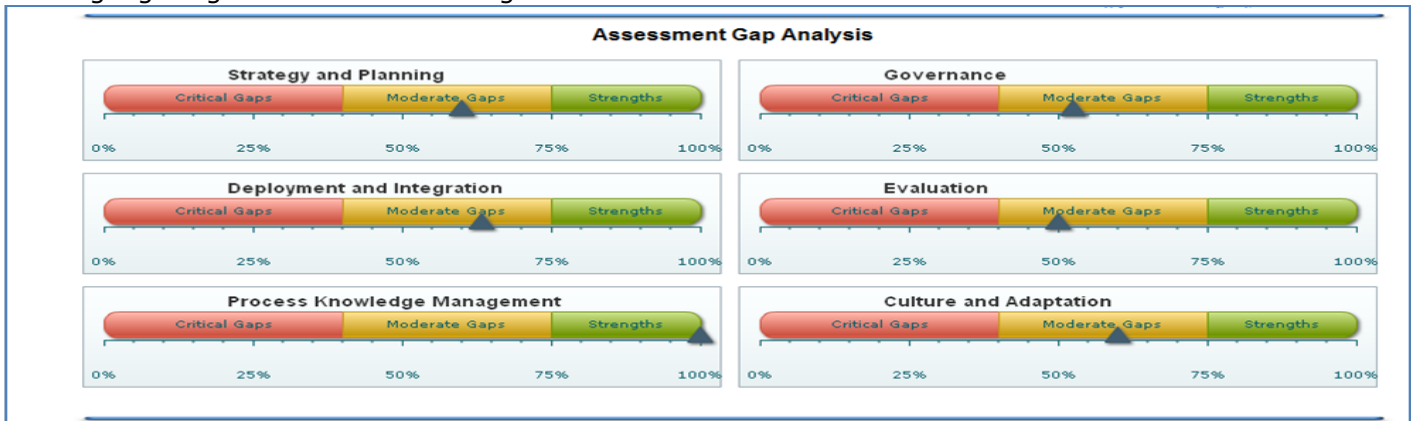
Evaluation - Examines how measures are designed and monitored to track the implementation of PBM. Evaluates PBM implementation against leading practices.

Process Knowledge Management - Examines the structure and practices for capturing and utilizing process knowledge.

Culture & Adaptation - Examines how you communicate PBM strategy, develop and maintain PBM competencies, and adapt your culture to PBM.

Assessment Gap Analysis

This section provides you with a gap analysis, based on the PBM Assessment categories. You get an indication of where both critical and moderate gaps exist in your Process Based Management efforts, along with highlighting areas that are strengths.



Recommendations

This **NEW** section provides you with several recommendations for each area for you to use to jump start your process efforts.

- Strengths
- Critical Areas
- Moderate Areas.

Recommendations:

We selected several (2) action items you may want to consider based on your responses. The items below are only a **partial list** and we also recommend you consider the **Next Steps** section. A complete feedback of all your responses is included in the Organizational Quick Assessment.

Strengths

Question	Your Response	Feedback
We have Process owners in place who:	Are department managers who oversee a process	Many organizations start with department managers overseeing a process they are already very involved in. The challenge is that a Process owner role is cross functional and oversees the end to end process. The

Critical Areas

Question	Your Response	Feedback
Our Process efforts are:	Random problems that need to be fixed	Organizations that early on in their process efforts are in a reactionary mode, begin to prioritize your problems to add structure to your efforts.

Moderate Areas

Question	Your Response	Feedback
Which best describes your approach to improving processes:	Each department uses their own approach	It is good that you are improving processes. To drive consistency of results, and to better leverage your people, develop a standard approach that everyone can follow.

Next Steps

This section identifies several different options that would best fit your specific results.

Next Steps:

Based on your score and stage, we would recommend the following next steps:

1. Get the perspective of up to 15 other individuals in your organization by checking out our [Quick Assessment for an Organization](#)
2. Take our **Free** E-Learning course - [Process as a Strategy](#)
3. Learn more about Process Based Management and how your organization can benefit from a process approach with our E-Learning course - [Introduction to PBM](#)
4. Explore more robust assessment options - [Assessment options](#)

PBM Quick Assessment Report

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