

Are your staff damaging your business?

Try this simple test to find out the true cost of poor performance in your business.

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| CHALLENGE | YES | NO | If we could fix this problem what difference would it make to our business? (write your answer in the boxes below) |
| We experience a high level of product returns, write-offs, charge-backs and warranty claims. | * YES | * NO |  |
| Orders are late being processed more than 10% of the time. | * YES | * NO |  |
| We have a higher than average level of absenteeism and job turnover. | * YES | * NO |  |
| Our Employer’s Liability claims are higher than industry averages. | * YES | * NO |  |
| Our productivity levels are lower than industry averages. | * YES | * NO |  |
| Whenever I ask my staff to stay back, most of them either whine or refuse. | * YES | * NO |  |
| We don’t have formal hiring and firing systems in place. | * YES | * NO |  |
| We don’t regularly celebrate milestones such as birthdays, anniversaries or meeting targets. | * YES | * NO |  |
| We receive regular complaints from customers about our customer service. | * YES | * NO |  |
| We have no formal structure in place to **financially reward** our staff for achieving targets or doing a great job. | * YES | * NO |  |
| We don’t **share our vision** or our company goals with staff regularly. | * YES | * NO |  |
| We don’t have a structured **Employee Induction Process** AND Manual | * YES | * NO |  |
| We experience a fair amount of down-time due to accidents. | * YES | * NO |  |
| We don’t undertake formal performance review processes. | * YES | * NO |  |
| We don’t have a clear career path for our employees to follow. | * YES | * NO |  |
| We don’t invest money on training. | * YES | * NO |  |