

Needs Assessment Questions

Business/Department Needs:

1. What are your current business/department needs and strategies that you need to support?
2. What are some of the problems you are having or foresee in meeting these business/department needs or supporting these strategies?
 - a. Business Indicators – What do you observe that indicates there is a problem?
 - i. Waste
 - ii. Customer Satisfaction
 - iii. Productivity
 - iv. Lead times
 - v. Quality
 - b. How long has this been a problem?
 - c. Where does it occur? (workgroup, department)
 - d. When or how frequently do you observe it?
 - e. What would indicate to you that the problem is solved?
3. What other information or data exists that provides information about these business/department needs or problems?
4. What types of things or measures would tell you that you are being successful?
5. What is happening in your business/department that shouldn't be happening?
6. What is happening in your business/department that should be happening?
7. What things or activities must be done to accomplish your goals or business/department needs?
8. If all of these were done, what is the probability of success? Is this OK? If not, what other activities need accomplished?

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Performance Needs:

1. What does excellent performance look like?
2. What does current performance look like? Are they doing something they shouldn't? What should they be doing that they aren't?
3. Which job roles are involved?
4. What should these people be doing differently, start, stop doing?
5. What things other than knowledge and skills might be preventing associates from performing as they should? Examples: Clear expectations, regular feedback against those expectations, tools, systems, job design, consequences for performance etc.

Learning Needs:

1. What knowledge, skills, or behaviors do you think the associates mentioned above need to learn to perform the way they should?
2. How important are each of the knowledge and skills that you have mentioned?

Root Causes

1. Expectations – Work requirements, procedures, clear understanding of what is expected
2. Feedback against those expectations – Do they know how they are doing?
3. Measurement – How do you know if they are doing well? Need this for feedback.
4. Consequences – Are consequences aligned with expected performance, are there positive and negative consequences
5. Tools and Systems
 - a. Does org. structure support good work?
 - b. Does the technology support good work?
 - c. Is the needed information readily available?
 - d. Does the work environment support good ergonomics?
6. Are the people capable of learning and performing the job? Selection
7. KSAs