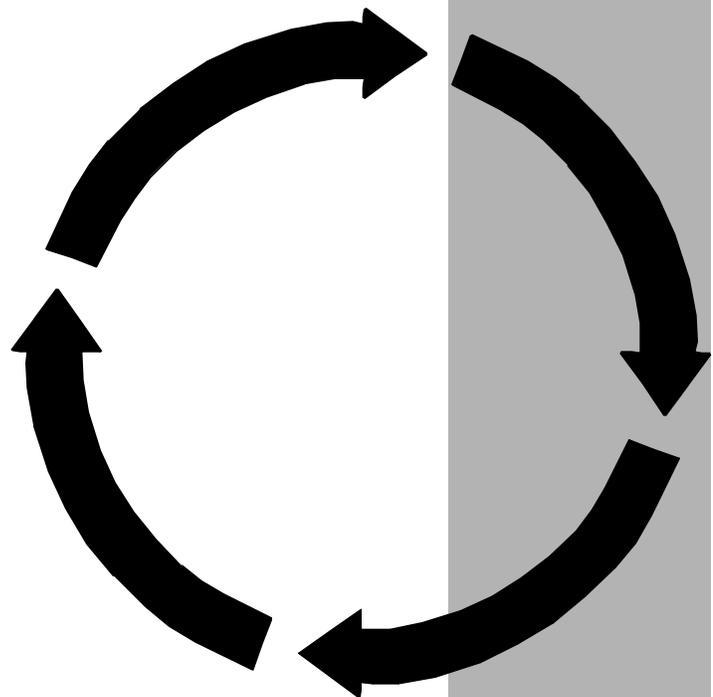


# **The Process Improvement Notebook Forms Packet**



Department of the Navy  
Total Quality Leadership Office  
2611 Jefferson Davis Highway, Suite 2000  
Arlington, VA 22202-4016

# Quality Team Charter

Name \_\_\_\_\_

Chartered by \_\_\_\_\_ Date \_\_\_\_\_

Team Leader	Org./Unit/Code	Phone
Team Facilitator	Org./Unit/Code	Phone
Team Link	Org./Unit/Code	Phone

Name	Org./Unit/Code	Phone
1.		
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		

## Quality Team Charter (Continued)

**Process Selected for Improvement**

**Process Improvement Goal(s)**

**Resources**

**Reporting Requirements**

**Suggested Timeline**



# Team Meeting and Action Plan

Process: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_

Team Leader: \_\_\_\_\_ Start time: \_\_\_\_\_

Advisor: \_\_\_\_\_ End time: \_\_\_\_\_

Members	Present			Present	
	Yes	No		Yes	No
1.			7.		
2.			8.		
3.			9.		
4.			10.		
5.			11.		
6.			12.		

Agenda	Time topic will be given		Time topic will be given
1.		5.	
2.		6.	
3.		7.	
4.		8.	

Reports Made	
Topic	Reported by

# Team Meeting and Action Plan (Continued)

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

## Decisions and Recommendations

---

---

---

---

---

---

Action Items	When	By Whom

## Next Meeting (Date and Location)

## Agenda Items for Next Meeting

# Team Member Self Assessment Survey

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

Please rate your knowledge/skill in the following TQL subjects. Honest ratings will help your team function more effectively. If you have relevant skills not listed here, write them in the "OTHER" category.

Subjects	None	A Little	Some	A Lot	Extensive
TQL PRINCIPLES (e.g., DON approach, systems theory, Deming's 14 points)	1	2	3	4	5
PROCESS IMPROVEMENT APPROACH (e.g., PDCA cycle)	1	2	3	4	5
MANAGEMENT AND PLANNING TOOLS (e.g., use of the affinity diagram, tree diagram, prioritization matrix)	1	2	3	4	5
BASIC GRAPHIC TOOLS (e.g., use of flowcharts, control charts, histograms)	1	2	3	4	5
STATISTICS (e.g., calculation and analysis of means, standard deviations, ranges)	1	2	3	4	5
GROUP FACILITATION (e.g., problem solving, conflict resolution, keeping team on track)	1	2	3	4	5
GROUP LEADERSHIP (e.g., decision making, goal setting, motivating team members, meeting time lines)	1	2	3	4	5
LISTENING SKILLS (e.g., paraphrasing, asking questions, demonstrating sincere interest, empathizing, using nonverbal cues)	1	2	3	4	5
WRITING SKILLS (e.g., preparing presentations/briefings, authoring written documents)	1	2	3	4	5
PRESENTATION SKILLS (e.g., delivering presentations/briefings to groups)	1	2	3	4	5
OTHER _____	1	2	3	4	5
OTHER _____	1	2	3	4	5
OTHER _____	1	2	3	4	5

# Tally Sheet for the Team Member Self Assessment

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

Use this form to tally the results of each team member's Self Assessment Survey.

	None	A Little	Some	A Lot	Extensive
<b>Subjects</b>	1	2	3	4	5
TQL PRINCIPLES (e.g., DON approach, systems theory, Deming's 14 Points) .....					
PROCESS IMPROVEMENT APPROACH (e.g., PDCA cycle) .....					
MANAGEMENT AND PLANNING TOOLS (e.g., use of the affinity diagram, tree diagram, prioritization matrix) .....					
BASIC GRAPHIC TOOLS (e.g., use of flowcharts, control charts, histograms) .....					
STATISTICS (e.g., calculation and analysis of means, standard deviations, ranges) .....					
GROUP FACILITATION (e.g., problem solving, conflict resolution, keeping team on track) .....					
GROUP LEADERSHIP (e.g., decision making, goal setting, motivating team members, meeting time lines) .....					
LISTENING SKILLS (e.g., paraphrasing, asking questions, demonstrating sincere interest, empathizing, using nonverbal cues) .....					
WRITING SKILLS (e.g., preparing presentations/briefings, authoring written documents) .....					
PRESENTATION SKILLS (e.g., delivering presentations/briefings to groups) .....					
OTHER _____					
OTHER _____					
OTHER _____					



# Customer Affinity Diagram

Process: \_\_\_\_\_

Date: \_\_ / \_\_ / \_\_

**Segment** \_\_\_\_\_

**Customers** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# Customer Background Information

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

**What products and/or services has this customer acquired or used from your organization in the past?**

**How often does this customer acquire products/services from you?**

**How long has this customer been using your products/services?**

**How much of your budget is related to products/services for this customer?**

**Does this customer have any pattern in the acquisition or use of your products/services?**

**Does any complaint data exist to help clarify customer requirements?**

**Do other customer satisfaction data exist?**

**Does this customer refer other organizations to you? Who?**

# Customer Interview Form

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

Customer: \_\_\_\_\_

Phone: \_\_\_\_\_

Customer's  
Organization: \_\_\_\_\_

Department/Division: \_\_\_\_\_

Interviewer: \_\_\_\_\_ Length of interview: \_\_\_\_\_

**What products and services do we currently provide?**

**What are the most important features or characteristics of the products/services we provide you?**

## **Customer Interview Form (Continued)**

**What aspects of our products/services are you satisfied with?**

**What needs improving?**

## **Customer Interview Form (Continued)**

**Additional Comments and Observations**

# Product/Service Assessment Form

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

Customer: \_\_\_\_\_

Product/Service: \_\_\_\_\_

Characteristic	Ratings of Importance and Satisfaction
----------------	--

	<table style="margin: auto;"> <tr> <th colspan="5" style="background-color: black; color: white; padding: 2px;">Importance</th> </tr> <tr> <td style="padding: 2px;">1</td> <td style="padding: 2px;">2</td> <td style="padding: 2px;">3</td> <td style="padding: 2px;">4</td> <td style="padding: 2px;">5</td> </tr> <tr> <td style="padding: 2px;">Low</td> <td></td> <td></td> <td></td> <td style="padding: 2px;">High</td> </tr> </table>	Importance					1	2	3	4	5	Low				High
Importance																
1	2	3	4	5												
Low				High												
	<table style="margin: auto;"> <tr> <th colspan="5" style="background-color: black; color: white; padding: 2px;">Satisfaction</th> </tr> <tr> <td style="padding: 2px;">1</td> <td style="padding: 2px;">2</td> <td style="padding: 2px;">3</td> <td style="padding: 2px;">4</td> <td style="padding: 2px;">5</td> </tr> <tr> <td style="padding: 2px;">Low</td> <td></td> <td></td> <td></td> <td style="padding: 2px;">High</td> </tr> </table>	Satisfaction					1	2	3	4	5	Low				High
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Importance																
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Satisfaction																
1	2	3	4	5												
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Low				High												
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Satisfaction																
1	2	3	4	5												
Low				High												

# Quality Characteristics Worksheet

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

Customer: \_\_\_\_\_

Product/Service: \_\_\_\_\_

Quality Characteristics	Measure(s) of Quality Characteristics

# Selected Processes

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

**Process Identified for Change**

**Process Improvement Goal**

**Products/Services Effected**

**Customer Impact**



# Multivoting Worksheet

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

Topic: \_\_\_\_\_

Condensed List of Ideas	No. of Top 3 Votes	No. of Top 3 Votes

Potential Causes of Quality

# Affinity Diagram of Potential Causes of Quality

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

**Category Name:** \_\_\_\_\_

_____	_____
_____	_____
_____	_____
_____	_____

**Category Name:** \_\_\_\_\_

_____	_____
_____	_____
_____	_____
_____	_____

**Category Name:** \_\_\_\_\_

_____	_____
_____	_____
_____	_____
_____	_____

**Category Name:** \_\_\_\_\_

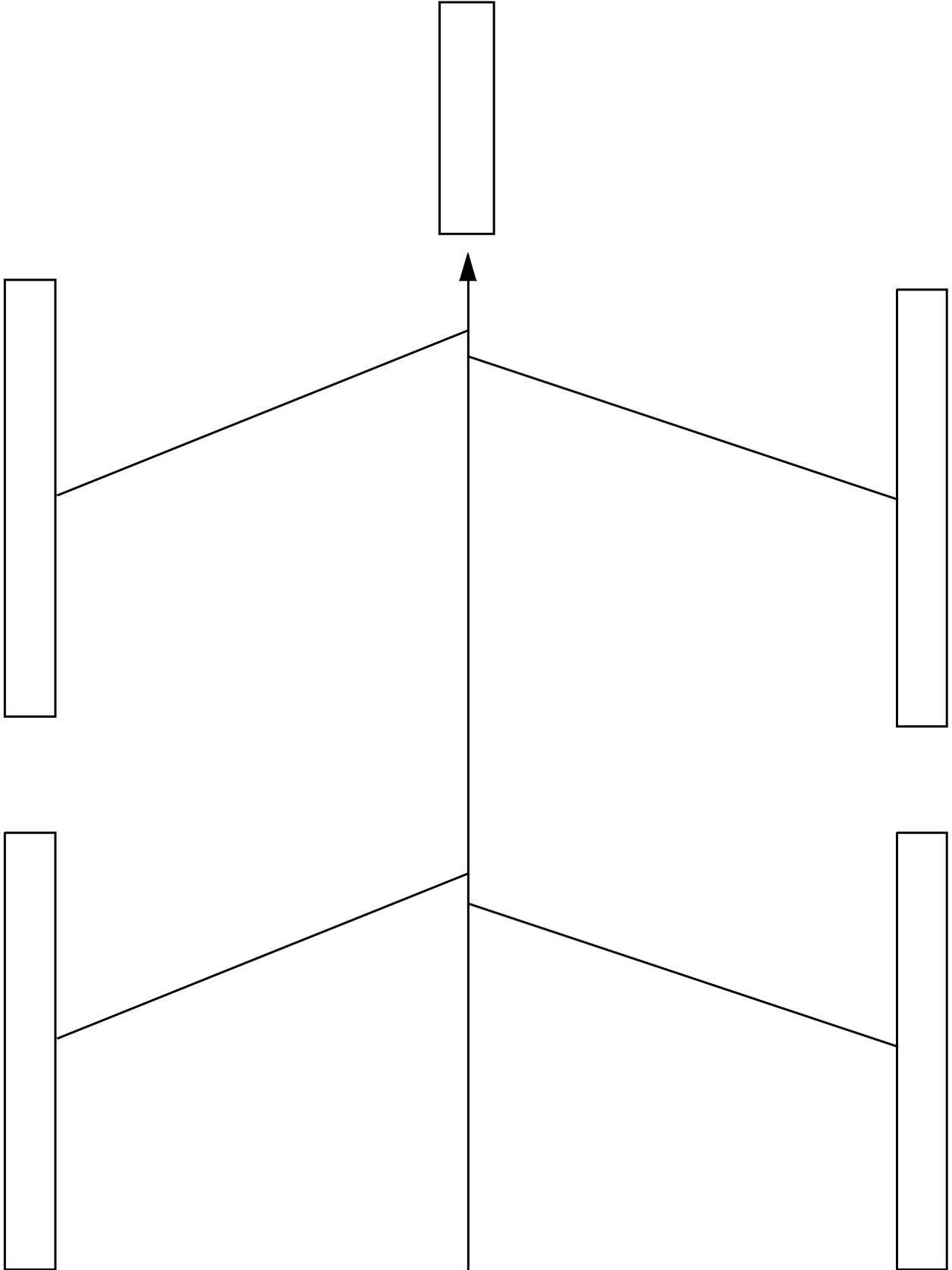
_____	_____
_____	_____
_____	_____
_____	_____



# Cause and Effect Diagram

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_



# Outcome and Output Measures

Process: \_\_\_\_\_

Date: \_\_ / \_\_ / \_\_

**Process Improvement Goal**

**Outcome Measures**

**Output Measures**

# Process Measures

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

**Process Improvement Goal**

**Process Variable**

## Existing Measures

Name	Description

## Measures to Develop

Name	Description

# Data Collection Plan

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

**What measure is to be collected?**

**How will the data be collected?**

**When will the data be collected?**

**Where will the data be collected?**

**Who will collect the data?**



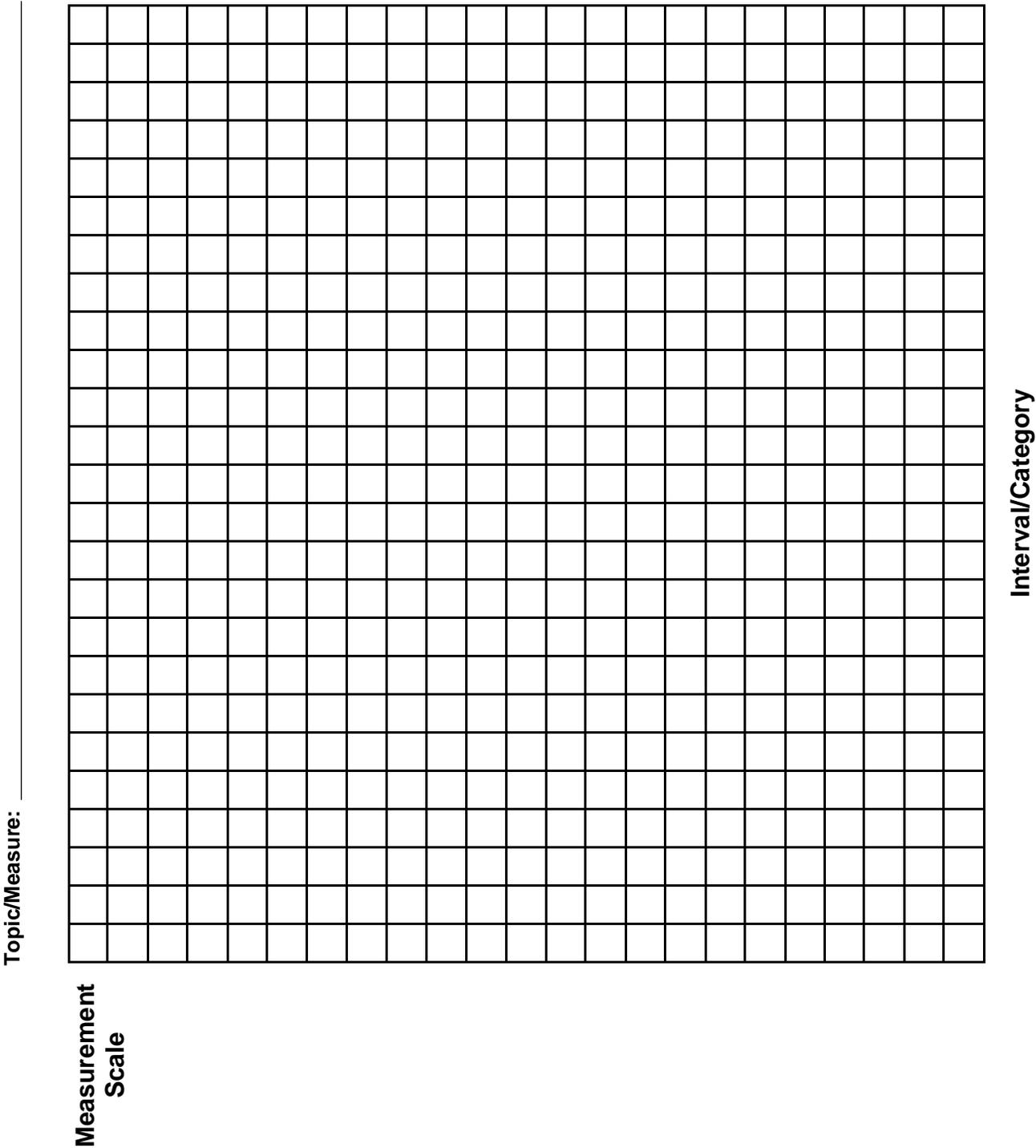




# Pareto Chart of Causes of Quality (Continued)

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_





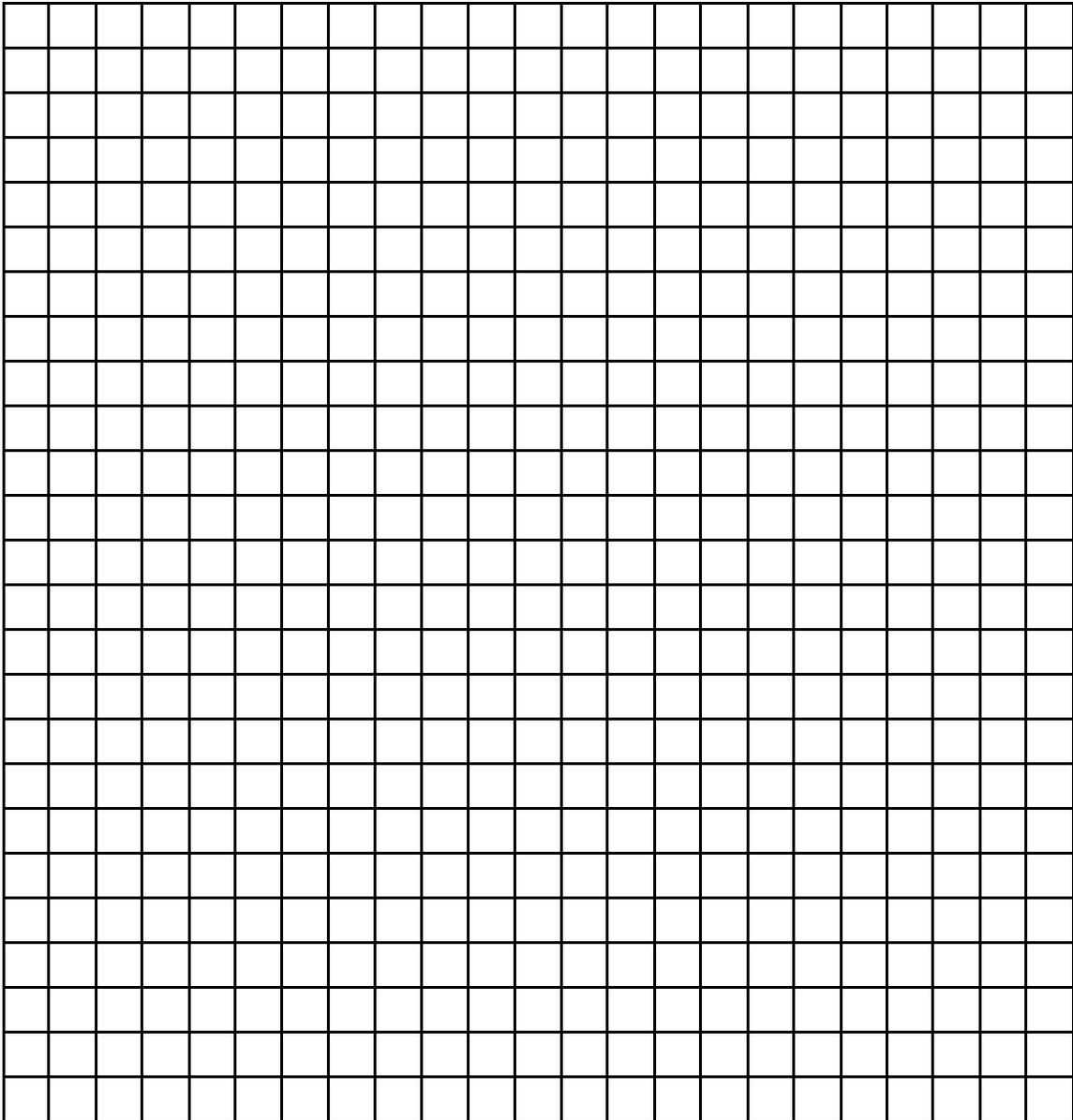
# Histogram Worksheet (Continued)

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

Topic/Measure: \_\_\_\_\_

Measurement  
Scale



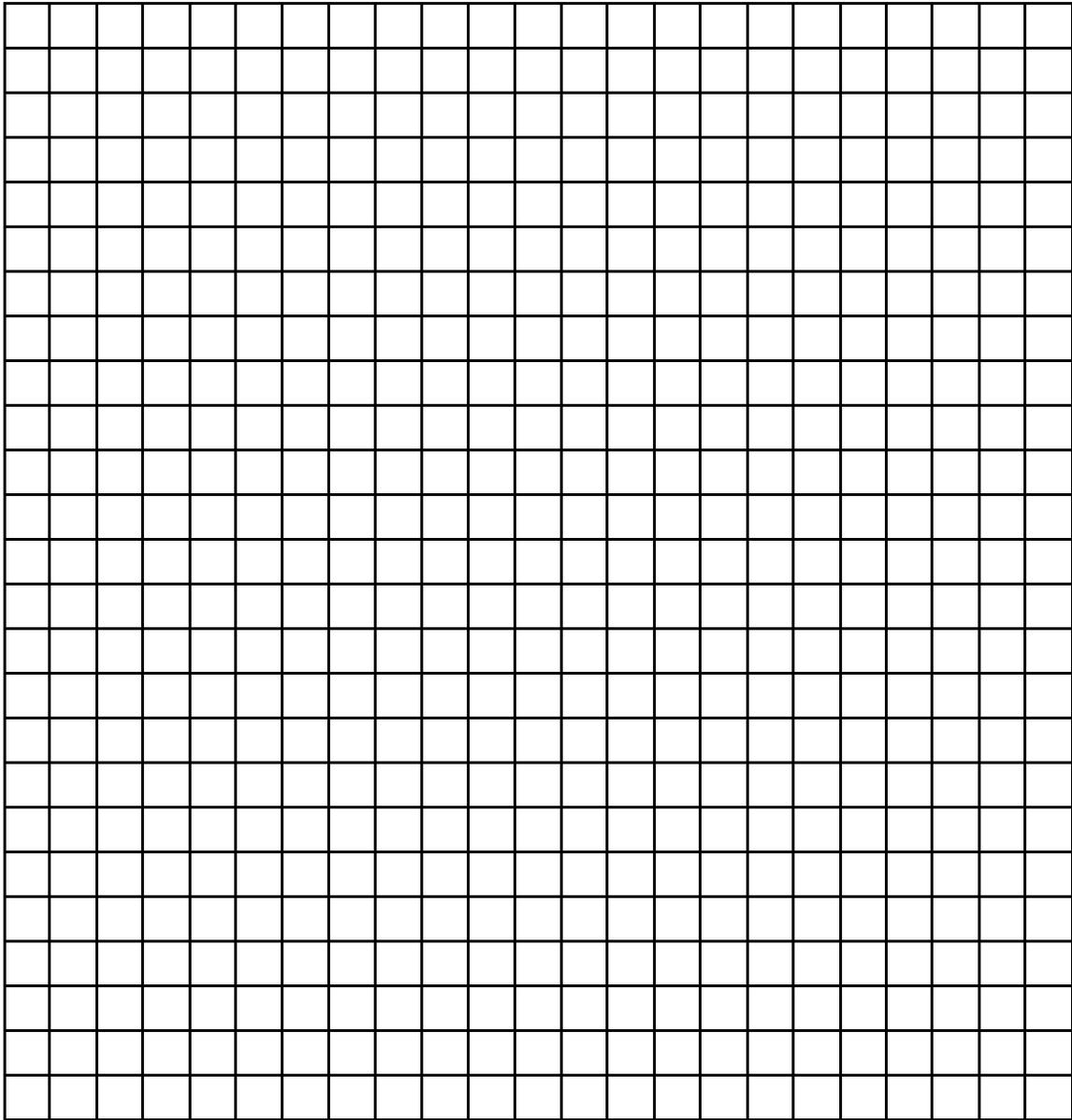
Class Intervals



# Scatter Diagram Worksheet (Continued)

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_



y Variable: \_\_\_\_\_

x Variable: \_\_\_\_\_

# Run Chart

UNIT OF MEASURE	MEASUREMENT DESCRIPTION		DATE	
PROCESS				
		COUNTS	1	25
			2	24
			3	23
			4	22
			5	21
			6	20
			7	19
			8	18
			9	17
			10	16
			11	15
			12	14
			13	13
			14	12
			15	11
			16	10
			17	9
			18	8
			19	7
			20	6
			21	5
			22	4
			23	3
			24	2
			25	1
			DATE	
			TIME	
			COUNT	
			NOTES	

# Variables Control Chart ( $\bar{X}$ and R)

UNIT OF MEASURE	MEASUREMENT DESCRIPTION		DATE
PROCESS			
	MEASURE OF LOCATION		1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25
	MEASURE OF VARIATION		1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25
DATE	TIME	SUBGROUP, SAMPLE	
		1	
		2	
		3	
		4	
		5	
	SUM		
	LOCATION		
	VARIATION		



# Variables Control Chart ( $\bar{X}$ and s)

UNIT OF MEASURE	MEASUREMENT DESCRIPTION	
PROCESS	DATE	
1		25
2		24
3		23
4		22
5		21
6		20
7		19
8		18
9		17
10		16
11		15
12		14
13		13
14		12
15		11
16		10
17		9
18		8
19		7
20		6
21		5
22		4
23		3
24		2
25		1

UNIT OF MEASURE	MEASUREMENT DESCRIPTION	
PROCESS	DATE	
1		25
2		24
3		23
4		22
5		21
6		20
7		19
8		18
9		17
10		16
11		15
12		14
13		13
14		12
15		11
16		10
17		9
18		8
19		7
20		6
21		5
22		4
23		3
24		2
25		1

UNIT OF MEASURE	MEASUREMENT DESCRIPTION	
PROCESS	DATE	
1		25
2		24
3		23
4		22
5		21
6		20
7		19
8		18
9		17
10		16
11		15
12		14
13		13
14		12
15		11
16		10
17		9
18		8
19		7
20		6
21		5
22		4
23		3
24		2
25		1

UNIT OF MEASURE	MEASUREMENT DESCRIPTION	
PROCESS	DATE	
1		25
2		24
3		23
4		22
5		21
6		20
7		19
8		18
9		17
10		16
11		15
12		14
13		13
14		12
15		11
16		10
17		9
18		8
19		7
20		6
21		5
22		4
23		3
24		2
25		1

UNIT OF MEASURE	MEASUREMENT DESCRIPTION	
PROCESS	DATE	
1		25
2		24
3		23
4		22
5		21
6		20
7		19
8		18
9		17
10		16
11		15
12		14
13		13
14		12
15		11
16		10
17		9
18		8
19		7
20		6
21		5
22		4
23		3
24		2
25		1

UNIT OF MEASURE	MEASUREMENT DESCRIPTION	
PROCESS	DATE	
1		25
2		24
3		23
4		22
5		21
6		20
7		19
8		18
9		17
10		16
11		15
12		14
13		13
14		12
15		11
16		10
17		9
18		8
19		7
20		6
21		5
22		4
23		3
24		2
25		1



# Individual Values and Moving Range (X, mR)

Variables data

Attribute data

UNIT OF MEASURE	MEASUREMENT DESCRIPTION		DATE
PROCESS			
	INDIVIDUAL VALUES (X)		1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25
	MOVING RANGE (mR)		1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25
		DATE	
		TIME	
		X	
		mR	
	NOTES		





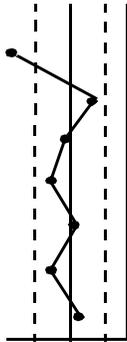


# Attribute Control Chart (Continued)

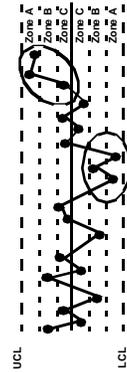
## Calculations

### Rules for Defining Special Cause Signals

Rule 1

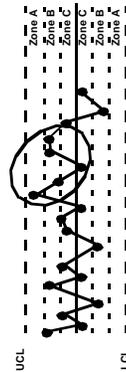


Rule 2

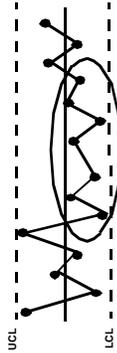


1. Any point outside of the control limits.  
 2. Two out of three successive points fall on the same side of the center line in zone A or beyond.

Rule 3



Rule 4



3. Four out of five successive values fall on the same side of the center line in zone B or beyond.  
 4. Eight successive points fall on the same side of the center line.

**DATE/TIME**

**DESCRIPTION**

# Special Cause Improvement

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

**Describe Special Cause Selected**

**Actions Taken**

**Effects of Changes**

# Common Cause Improvement

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

**Describe Common Cause Selected and Recommended Change**

**Rationale**

**Operations/Departments/Individuals Effected by Change**

**Proposed Timeline and Resources Required for Change**

# Approval of Common Cause Improvement

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

**Approval of Selected Cause**

**Rationale**

**Change Agent**

**Resources Allocated**

**Timeline**

# Types of Process Causes

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

## Special Causes of Variation

## Common Causes of Variation

## Impact of Improvement

# Change Implementation Plan

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

## Change Implementation Report

Report made by \_\_\_\_\_

Report made to \_\_\_\_\_

## Recommendations

## Decisions

# Change Implementation Plan (Continued)

Process:	Activity	Person Responsible	Start Date		End Date		
			Estimated	Actual	Estimated	Actual	

# Team Development Plan

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

**Name**

Objective

Tool/Course

When

Where

Date Completed

**Name**

Objective

Tool/Course

When

Where

Date Completed

**Name**

Objective

Tool/Course

When

Where

Date Completed

# Team Dynamics Survey

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

This survey assesses each team member's perceptions of how well we are functioning as a team. Read each item and then indicate how much you agree or disagree with it. Be honest in your feedback. The results will be tallied and then discussed by the team so as to improve our effectiveness.

## Team Meetings

1. Our meetings begin and end on time.
2. We usually follow an agenda.
3. Most of our time is spent on important issues.
4. The team meets as often as needed.
5. Absenteeism at team meetings is not a problem.
6. There is follow-up on action items decided in previous meetings.

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
1. Our meetings begin and end on time.	1	2	3	4	5
2. We usually follow an agenda.	1	2	3	4	5
3. Most of our time is spent on important issues.	1	2	3	4	5
4. The team meets as often as needed.	1	2	3	4	5
5. Absenteeism at team meetings is not a problem.	1	2	3	4	5
6. There is follow-up on action items decided in previous meetings.	1	2	3	4	5

## Roles and Responsibilities

7. The team leader keeps the group focused.
8. The team advisor is effective.
9. All team members actively participate in meetings.
10. It is clear to me what my role is on the team.
11. No one person dominates our team meetings.
12. Responsibilities are distributed equally among team members.

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
7. The team leader keeps the group focused.	1	2	3	4	5
8. The team advisor is effective.	1	2	3	4	5
9. All team members actively participate in meetings.	1	2	3	4	5
10. It is clear to me what my role is on the team.	1	2	3	4	5
11. No one person dominates our team meetings.	1	2	3	4	5
12. Responsibilities are distributed equally among team members.	1	2	3	4	5

# Team Dynamics Survey (Continued)

## Communication

- 13. Team members communicate effectively with one another.
- 14. I offer information in order to promote group discussion.
- 15. Team members generally don't interrupt one another.
- 16. I can present alternate views to the team.
- 17. Team discussions are usually constructive.
- 18. I let other team members know that I appreciate their input.
- 19. Team members pay attention when I contribute to the discussion.
- 20. Team members who are absent from a meeting are kept informed.

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
13. Team members communicate effectively with one another.	1	2	3	4	5
14. I offer information in order to promote group discussion.	1	2	3	4	5
15. Team members generally don't interrupt one another.	1	2	3	4	5
16. I can present alternate views to the team.	1	2	3	4	5
17. Team discussions are usually constructive.	1	2	3	4	5
18. I let other team members know that I appreciate their input.	1	2	3	4	5
19. Team members pay attention when I contribute to the discussion.	1	2	3	4	5
20. Team members who are absent from a meeting are kept informed.	1	2	3	4	5

## Decision Making

- 21. This team has an effective process for making decisions.
- 22. We use data to help us make decisions.
- 23. I can influence decisions made by the team.
- 24. Decisions are usually made by consensus.

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
21. This team has an effective process for making decisions.	1	2	3	4	5
22. We use data to help us make decisions.	1	2	3	4	5
23. I can influence decisions made by the team.	1	2	3	4	5
24. Decisions are usually made by consensus.	1	2	3	4	5

## Team Dynamics Survey (Continued)

### Climate

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
25. New ideas and ways of doing things are encouraged by team members.	1	2	3	4	5
26. This team offers an atmosphere conducive to working together.	1	2	3	4	5
27. Team members appreciate my contributions to the group.	1	2	3	4	5
28. Team members treat each other with respect.	1	2	3	4	5
29. There is an atmosphere of trust among team members.	1	2	3	4	5

### Overall Effectiveness

	Strongly Disagree	Disagree	Neither Disagree Nor Agree	Agree	Strongly Agree
30. This team can accomplish what it is chartered to do.	1	2	3	4	5
31. I am motivated to make this team do the best we can do.	1	2	3	4	5
32. We are an effective team.	1	2	3	4	5
33. I am proud to be part of this team.	1	2	3	4	5

# Tally Sheet for the Team Dynamics Survey

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

Use this form to tally the results of the Team Dynamics Survey.

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neither Disagree Nor Agree</i>	<i>Agree</i>	<i>Strongly Agree</i>
<b>Team Meetings</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
1. Our meetings begin and end on time.					
2. We usually follow an agenda.					
3. Most of our time is spent on important issues.					
4. The team meets as often as needed.					
5. Absenteeism at team meetings is not a problem.					
6. There is follow-up on action items decided in previous meetings.					

## Roles and Responsibilities

7. The team leader keeps the group focused.					
8. The team advisor is effective.					
9. All team members actively participate in meetings.					
10. It is clear to me what my role is on the team.					
11. No one person dominates our team meetings.					
12. Responsibilities are distributed equally among team members.					

## Tally Sheet for the Team Dynamics Survey (Continued)

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neither Disagree Nor Agree</i>	<i>Agree</i>	<i>Strongly Agree</i>
<b>Communication</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
13. Team members communicate effectively with one another.					
14. I offer information in order to promote group discussion.					
15. Team members generally don't interrupt one another.					
16. I can present alternate views to the team.					
17. Team discussions are usually constructive.					
18. I let other team members know that I appreciate their input.					
19. Team members pay attention when I contribute to the discussion.					
20. Team members who are absent from a meeting are kept informed.					

<b>Decision Making</b>					
21. This team has an effective process for making decisions.					
22. We use data to help us make decisions.					
23. I can influence decisions made by the team.					
24. Decisions are usually made by consensus.					

## Tally Sheet for the Team Dynamics Survey (Continued)

	<i>Strongly Disagree</i>	<i>Disagree</i>	<i>Neither Disagree Nor Agree</i>	<i>Agree</i>	<i>Strongly Agree</i>
<b>Climate</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
25. New ideas and ways of doing things are encouraged by team members.					
26. This team offers an atmosphere conducive to working together.					
27. Team members appreciate my contributions to the group.					
28. Team members treat each other with respect.					
29. There is an atmosphere of trust among team members.					

### Overall Effectiveness

30. This team can accomplish what it is chartered to do.					
31. I am motivated to make this team do the best we can do.					
32. We are an effective team.					
33. I am proud to be part of this team.					



# Summary of the Team Dynamics Survey (Continued)

## Communication

	Disagree		Neither Agree nor Disagree		Agree	
	n	%	n	%	n	%
13. Team members communicate effectively with one another.						
14. I offer information in order to promote group discussion.						
15. Team members generally don't interrupt one another.						
16. I can present alternate views to the team.						
17. Team discussions are usually constructive.						
18. I let other team members know that I appreciate their input.						
19. Team members pay attention when I contribute to the discussion.						
20. Team members who are absent from a meeting are kept informed.						
<b>Total</b>						

## Decision Making

21. This team has an effective process for making decisions.						
22. We use data to help us make decisions.						
23. I can influence decisions made by the team.						
24. Decisions are usually made by consensus.						
<b>Total</b>						

# Summary of the Team Dynamics Survey (Continued)

	Disagree		Neither Agree nor Disagree		Agree	
	n	%	n	%	n	%
<b>Climate</b>						
25. New ideas and ways of doing things are encouraged by team members.						
26. This team offers an atmosphere conducive to working together.						
27. Team members appreciate my contributions to the group.						
28. Team members treat each other with respect.						
29. There is an atmosphere of trust among team members.						
<b>Total</b>						

<b>Overall Effectiveness</b>						
30. This team can accomplish what it is chartered to do.						
31. I am motivated to make this team do the best we can do.						
32. We are an effective team.						
33. I am proud to be part of this team.						
<b>Total</b>						

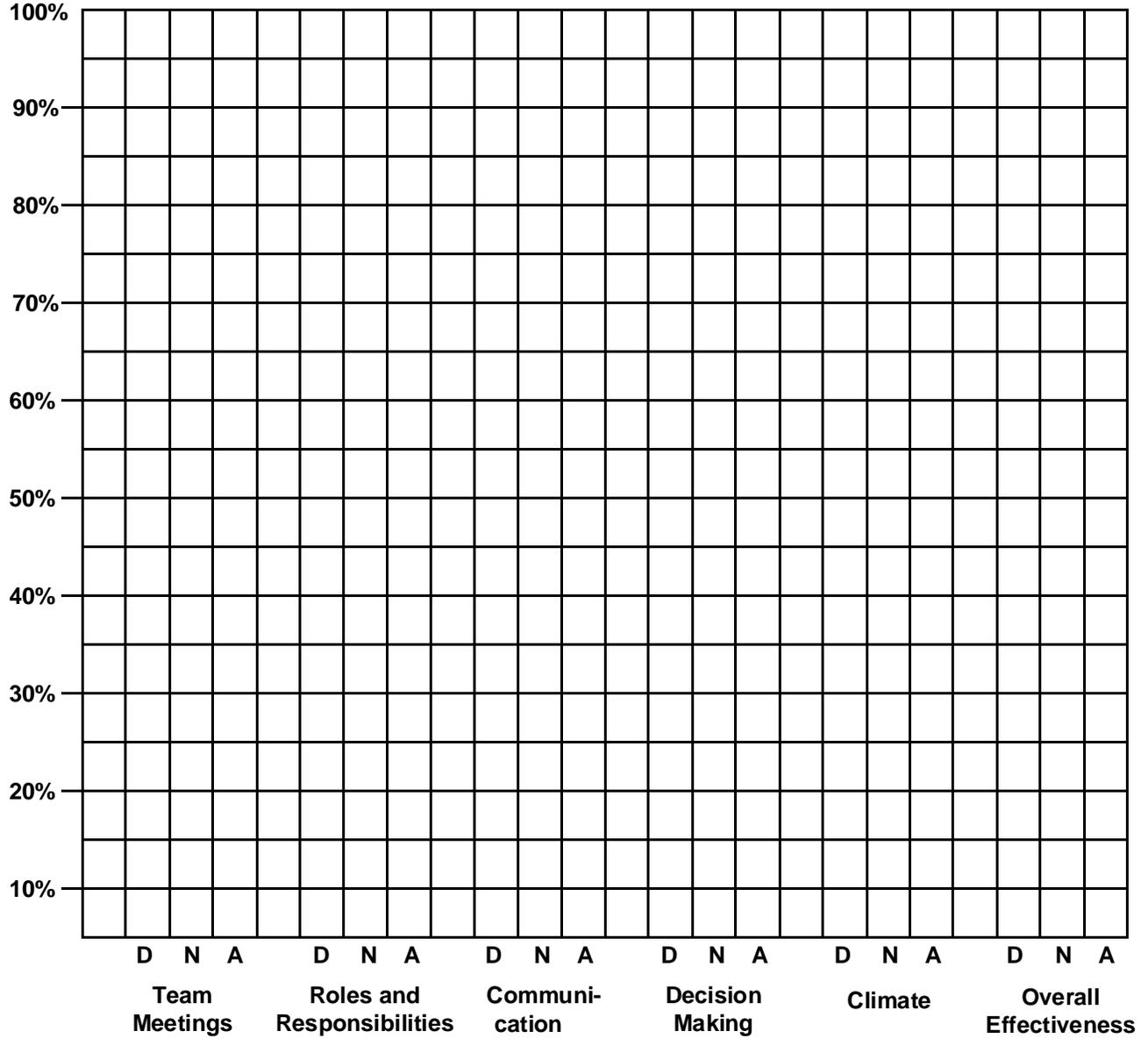
# Graph of the Team Dynamics Survey

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

Number of Team Members: \_\_\_\_\_

Number Completing the Survey: \_\_\_\_\_



**Comments**

# Team Dynamics Action Plan

Process: \_\_\_\_\_

Date: \_\_\_ / \_\_\_ / \_\_\_

## Team Meetings

Strengths	Improvements Needed
-----------	---------------------

## Roles and Responsibilities

Strengths	Improvements Needed
-----------	---------------------

## Communication

Strengths	Improvements Needed
-----------	---------------------

## Decision Making

Strengths	Improvements Needed
-----------	---------------------

## Climate

Strengths	Improvements Needed
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## Other

Strengths	Improvements Needed
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# Team Dynamics Action Plan (Continued)

Action Items	When	By Whom



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