

STRATEGY PROCESS DIAGNOSTIC © (FOLLOW-UP)

This follow-up diagnostic accompanying your 'customised' report will provide you with an in-depth analysis of operations affecting your organisation's performance.

Your confidential diagnostic code is:

1. In addition to the 'top three' actions you listed previously for your organisation (see table below), please list descriptions of other actions that had either a positive or negative impact on performance last financial year. Make sure you don't overlook actions of Types F, G and H (see next question).

Please attach an additional copied table if you are able to identify more than 10 actions.

2. Next, please indicate in the table below the type of each action/activity using the following legend:

A = Action was decided on and carried out totally (or almost totally) as previously planned/intended

B = Action was decided on as a modification of something that was previously planned/intended

C = Action was decided on as a replacement for something that was previously planned/intended

D = Action was decided on as an addition to something that was previously planned/intended

E = Action was new but was influenced by something that was previously planned/intended

F = Action was new and contrary to something that was previously planned/intended

G = Action was new and unrelated to anything that was ever previously planned/intended

H = Action was completely unplanned and occurred without any specific organisational decision

3. Next, please indicate in the table below where the action originated. *Please use the following legend:*

V = Action was a response to an anticipated circumstance in the external operating environment

W = Action was a response to an anticipated circumstance within the organisation

X = Action was a response to an unexpected circumstance in the external operating environment

Y = Action was a response to an unexpected circumstance from within the organisation

Z = Action arose from within the organisation as an entirely new initiative rather than as a response

4. Finally, please indicate in the table below the impact of each action/activity on the performance of your organisation using the following rating scale: -3 = Large negative impact; -2 = Moderate negative impact;

-1 = Small negative impact; +1 = Small positive impact; +2 = Moderate positive impact; +3 = Large positive impact.

1. <u>Descriptive titles</u> of organisational actions/activities during the last financial year	2. <u>Type of action</u> (A, B, C, D, E, F, G, H)	3. <u>Origin of action</u> (V, W, X, Y, Z)	4. <u>Impact on performance</u> (-3, -2, -1, +1, +2, +3)
<i>e.g., Office staff initiated a new method of processing sales</i>	<i>Insert letter</i>	<i>Insert letter</i>	<i>Insert rating</i>
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			