

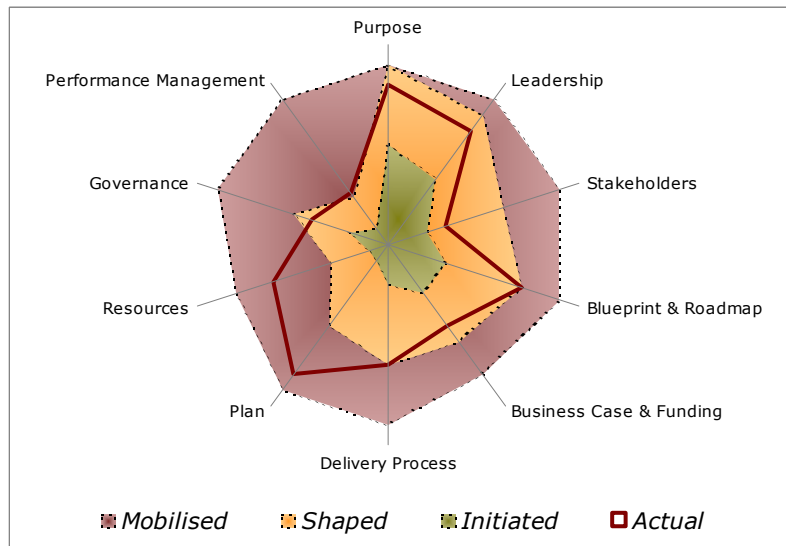
Critical Success Factors Assessment

Introduction

Welcome to our 'Critical Success Factors' assessment. This is a simple way of evaluating, in no more than an hour, how your initiative is doing against 10 Critical Success Factors for effective change, and identifying areas where improvements may be needed.

For each factor, the tool asks you to consider a small number of key aspects and assess which statement most closely matches your situation. We will then use this information to work out an average mark for that factor and give a visual summary of your situation, similar to the chart shown here.

This will allow us, together, to compare your situation against 'typical' results for different stages of the initiative and to identify factors which need more investigation or improvement.



Just a tip: Don't be too analytical - go with your first instinct. This is a 'conversation-starter', and helps identify areas where more work may be needed – it isn't the whole answer.

Your views

For each question, please tick one of the boxes corresponding to your assessment of the situation on the ground today – not what you're ultimately aiming for.

If a specific question isn't relevant to your situation, just leave it blank.

There's also space on the last page for any brief comments or observations you might like to make.

	Not at all	Barely	Somewhat	Pretty well	Completely
	1	2	3	4	5
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1. Does the **Purpose** respond to a *compelling need for change* and *define clear outcomes*?

	1	2	3	4	5
Is there a compelling and widely accepted need for change?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the intended outcomes of the change clearly defined?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the strategy clear, complete and effectively communicated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is it prioritised and realistic?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the future vision clear, complete and effectively communicated?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the strategy and vision understood, believed and widely used?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Is the **Leadership** *visible, active and accountable*?

	1	2	3	4	5
Is the executive team actively engaged in the initiative?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is their commitment visible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the initiative have a clear sponsor?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the sponsor engaged and accountable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does the initiative have a clear director?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the director engaged and accountable?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Are the **Stakeholders** *actively engaged through effective communication*?

	1	2	3	4	5
Are the stakeholders widely engaged in the initiative?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are they deeply engaged?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there effective communication with all stakeholders?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is their engagement having an impact on the initiative?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are they committed to the initiative's success?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there appropriate support for those affected by the change?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Are the **Blueprint & Roadmap** *value-driven, credible and complete*?

	1	2	3	4	5
Is there a clear blueprint supporting the future vision?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is there a clear roadmap to achieve the blueprint?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are the blueprint & roadmap value-driven?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are they complete?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are they believed and respected?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. Are the **Business Case & Funding** *robust and realistic*?

	1	2	3	4	5
Is the business case complete and comprehensive?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is it realistic?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Are there clear plans to realise the benefits claimed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Is the business case kept up to date?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Has sufficient funding been approved?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>