



Who Pardoned Accountability?

by John Britt & Michael Mountjoy

Organizational Accountability Self-Assessment

	Never	Always
Meetings start on time	1 2 3 4 5 6 7 8 9 10	
Meetings are focused	1 2 3 4 5 6 7 8 9 10	
Employees are clear about how their job relates to the organization's priorities	1 2 3 4 5 6 7 8 9 10	
Issues are openly addressed	1 2 3 4 5 6 7 8 9 10	
Conflicts are quickly resolved	1 2 3 4 5 6 7 8 9 10	
Employees are proactive	1 2 3 4 5 6 7 8 9 10	
Results are tracked and reported in a meaningful way	1 2 3 4 5 6 7 8 9 10	
Productivity is high	1 2 3 4 5 6 7 8 9 10	
Turnover is low	1 2 3 4 5 6 7 8 9 10	
Customer service is great	1 2 3 4 5 6 7 8 9 10	
Operational standards are clear and present	1 2 3 4 5 6 7 8 9 10	
Product/services are without defects	1 2 3 4 5 6 7 8 9 10	
Great performance is expected	1 2 3 4 5 6 7 8 9 10	
We address poor performance consistently	1 2 3 4 5 6 7 8 9 10	
Bonuses are tied to performance	1 2 3 4 5 6 7 8 9 10	
Decisions are made in a timely manner	1 2 3 4 5 6 7 8 9 10	
We have clear leadership direction	1 2 3 4 5 6 7 8 9 10	
There is a high level of support between departments/teams	1 2 3 4 5 6 7 8 9 10	
There is a high level of flow of communication/information	1 2 3 4 5 6 7 8 9 10	

Scoring - add the scores

173 - 190High level accountability

162 - 172Medium high level accountability

152 - 161Medium level accountability

< 151Low level accountability

*Scores of 7 or less in any of the above areas should be investigated and considered for an action plan.

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