

Organizational Profile — Excerpt

Employee Satisfaction Information

Number of employees: _____

Annual turnover rate: _____

Are you experiencing a nursing shortage?

Yes No

If yes, is it moderate or severe?

Moderate Severe

Are you currently measuring employee satisfaction?

Yes No

If yes, what measurement tool are you using? _____

How often do you measure? _____

What would you say is the knowledge of employee satisfaction scores in your organization?

High Average Low

What are your various employee communication methods/venues?

Leadership Development

Do you currently have a leadership training program in place?

Yes No

If yes, please describe (number of leaders involved, frequency of meetings, etc.):

Is there any other information about your organization that would be helpful to us as we prepare a proposal to assist you in pursuing a culture that supports service and operational excellence?

What are three specific expectations you have of a consulting engagement on service and operational excellence?

1. _____
2. _____
3. _____