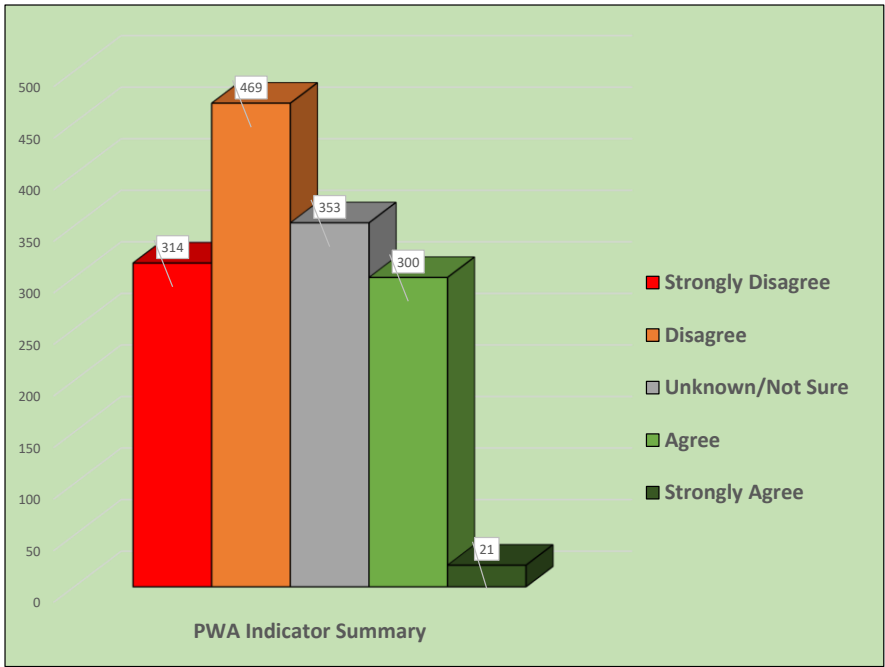


Point-of-Work - SELF-ASSESSMENT SURVEY - INDIVIDUAL CONTRIBUTOR SAMPLE

#	TOPIC	Strongly Disagree	Disagree	Unknown	Agree	Strongly Agree	Attribute Tag
45	I can clearly see the business value produced by the results of my performance contribution	6	12	6	4	2	A
46	The best (most accurate) measures of workflow performance are currently being tracked	2	6	14	8		A
44	The metrics and measures used to define my performance contribution tell the whole story		14	8	8		A
47	Capturing performance data is automated		4	20	6		A
48	Capturing performance data is automated - I have no manual reporting requirements		4		26		A
30	When critical resources & information change impacting a workflow, my notification is timely & accurate	12	12		6		C
31	I utilize one primary resource access point for workflow and process support content & information (Job aids, best practices, checklists, etc.)		20	4	6		C
33	When I develop home-grown hacks/short cuts that improving workflow performance and productivity, there are clear paths to share this knowledge	14	8	8			C
36	Technology systems & business applications utilized in my current role are easy to use	12	12	4	2		C
32	When I discover resource components are incorrect/out-of-date, I have a clear path to reach appropriate content owners	18	8	4			C
34	Curated content is effectively distributed specifically in support of my current workflows		6	18	6		C
35	Relevance & applicability of curated content are identifiable without reading the entire document	20	8	2			C
12	During organization-wide changes, I know when, how and by whom I will be equipped for success	4	16	6	4		E
14	Knowledge & best practice sharing are openly encouraged & enabled with the means to be efficient & effective	5	8	8	9		E
2	My work area has a culture that is consistently aligned with the organizational culture	8	14	3	5		E
6	The volume of workload in my area is well-balanced compared to our current working capacity	12	10	6	2		E
7	Working with other departments & business functions is collaborative, efficient & effective	2	16	6	6		E
10	We can depend upon the quality & timeliness of other teams & functions essential for our team's success	1	8	8	13		E
11	During organization-wide changes, I am well-informed regarding why & how my role will be impacted	6	12	6	6		E
1	Our organization has a clearly defined culture	6	6	6	6	6	E
3	Someone new coming into this work area will have a positive first impression	5	10	5	10		E
4	I have a clear understanding of what my work contribution is to the organizational mission	4	12	12	2		E
5	I have a clear understanding what is most critical and urgent to perform efficiently & effectively in my assigned work area	4	6	8	12		E
8	Collaboration within my work area is encouraged, active and enabled with the means to be efficient & effective	2	12	6	8	2	E
9	The success of other team's/function's output depends upon our team's work output and timeliness		8	14	6	2	E
13	Corporate communications effectively keep me informed specific to top priorities & challenges	3	9	6	10	2	E
15	The training received during onboarding fully equipped me to be successful in my current role and assigned workflows	8	12	6	4		P
16	The training available to me after onboarding enables my personal growth and performance improvement in my current role and workflows	4	8	12	6		P
17	After training, I receive coaching from my managers to reinforce learning & promote successful application in workflows	2	12	6	8	2	P
18	After training, I have resources quickly and easily accessible to help overcome my moments of need (obstacles/challenges) during workflows	14	12	4			P
19	As work volumes increase, our training team has been able to keep pace	8	14	4	4		P
20	The current levels of training support provide sufficient opportunities to grow & role development	6	14	4	4		P
21	My current job role is clearly defined across my assigned functional areas	6	6	4	10	4	P
22	Performance expectations related to my current role are clearly defined and supported by my managers	4	6	8	12		p
23	My managers are equipped with the skills and resources to effectively coach me in my assigned role and work area	3	6	6	15		p
24	All workflows and processes I am required to utilize are designed for optimum efficiency and effectiveness to produce measurable results	2	12	12	3	1	p
39	The correct personal technology for me to be effective in my current role and workflows is currently deployed	6	8	12	4		S
42	Network connectivity and bandwidth are adequate for my daily work activity	3	6	8	12		S
37	I have access to step-by-step help on technology/systems/apps while remaining engaged within the active business application(s)	12	10	8			S
38	When new systems GoLive, the training I receive enables my effective utilization from day one	8	14	2	6		S
40	Bandwidth & connectivity are sufficient for mobile technology I currently use		4	12	14		S
41	The current Learning Management System (LMS) provides adequate opportunity for me to learn new skills & grow my capability in my current role	2	6	12	8		S
43	I am aware of the metrics and measures that are tracked to define my performance contribution			20	10		S
27	Accessible information and resources I utilize are designed for immediate & effective application in workflows	20	8	2			W
29	The process of searching for information and resources is easy for me to navigate & find the correct content	18	13				W
26	In my current job role, I can easily and quickly access information and resources needed to complete my work	14	8	5	3		W
28	Workflow and process support information/instructions are accessible from within business application workflows - I do not have to exit the active application in order to access support/instructions	18	13	8			W
25	When workflows or processes change, I am informed and equipped to adjust/adapt quickly & efficiently in applying changes to my task level work	10	16	10	6		W

PWA Survey Critical Response Indicator Distribution Summary



	Indicator Count	Indicator %
Strongly Disagree	314	21.55%
Disagree	469	32.19%
Unknown/Not Sure	353	24.23%
Agree	300	20.59%
Strongly Agree	21	1.44%
Total	1457	100.00%

PWA Survey Critical Response Indicator Summary Score	77.97%
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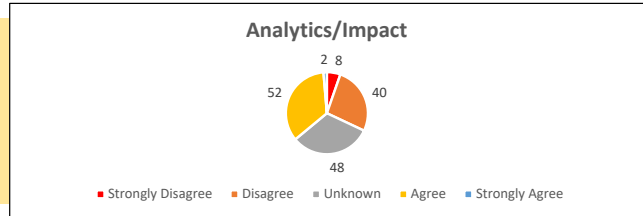
PWA Survey Indicator Summary Score represents an aggregate percentage of *Strongly Disagree*, *Disagree*, and *Unknown* Indicator ratings.

The higher the Summary Score the more urgent completion of a PWA is indicated. Urgency is further determined by the potential for negative business impact on any Strongly Disagree and Disagree ratings.

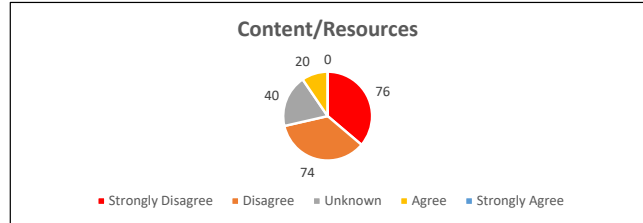
Recommend sorting by STRONGLY DISAGREE - DISAGREE - UNKNOWN - ATTRIBUTE TAG (as shown above) to get an accurate grouping of those attributes representing key/critical issues across the ecosystem

Point-of-Work - SELF-ASSESSMENT SURVEY - INDIVIDUAL CONTRIBUTOR SAMPLE

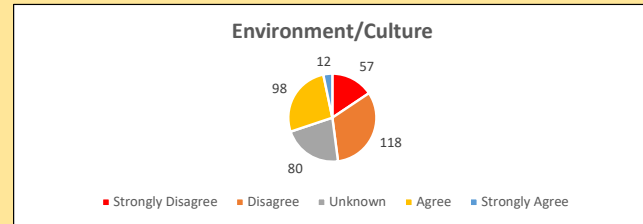
Strongly Disagree	Disagree	Unknown	Agree	Strongly Agree	
8	40	48	52	2	150
5.33%	26.67%	32.00%	34.67%	1.33%	100.00%
PWA Survey Indicator Ranking					
		64.00%		36.00%	100.00%



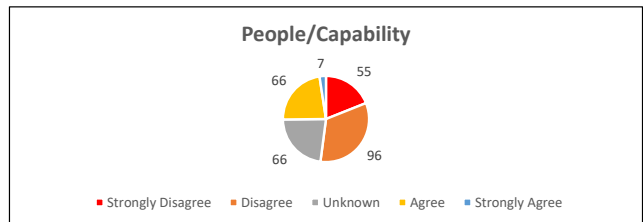
Strongly Disagree	Disagree	Unknown	Agree	Strongly Agree	
76	74	40	20	0	210
36.19%	35.24%	19.05%	9.52%	0.00%	100.00%
PWA Survey Indicator Ranking					
		90.48%		9.52%	100.00%



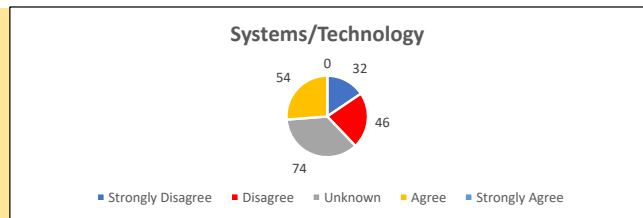
Strongly Disagree	Disagree	Unknown	Agree	Strongly Agree	
57	118	80	98	12	365
15.62%	32.33%	21.92%	26.85%	3.29%	100.00%
PWA Survey Indicator Ranking					
		69.86%		30.14%	100.00%



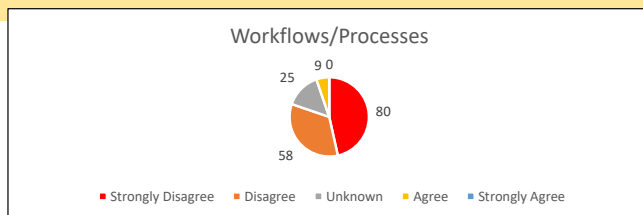
Strongly Disagree	Disagree	Unknown	Agree	Strongly Agree	
55	96	66	66	7	290
18.97%	33.10%	22.76%	22.76%	2.41%	100.00%
PWA Survey Indicator Ranking					
		74.83%		25.17%	100.00%



Strongly Disagree	Disagree	Unknown	Agree	Strongly Agree	
32	46	74	54	0	206
15.53%	22.33%	35.92%	26.21%	0.00%	100.00%
PWA Survey Indicator Ranking					
		73.79%		26.21%	100.00%



Strongly Disagree	Disagree	Unknown	Agree	Strongly Agree	
80	58	25	9	0	172
46.51%	33.72%	14.53%	5.23%	0.00%	100.00%
PWA Survey Indicator Ranking					
		94.77%		5.23%	100.00%



Critical Response Summary by Attribute

Environment/ Culture	People/ Capability	Workflows/ Processes	Content/ Resources	Systems/ Technology	Analytics/ Impact
365	290	172	210	206	150
25.05%	19.90%	11.81%	14.41%	14.14%	10.30%

