



# EPICENTRAL

A Newsletter from Epicenter Development Group  
highlighting ideas that improve organizations

Welcome to Epicenter Development Group's newsletter, EPICentral. The purpose of this newsletter is to highlight fundamental ideas that have helped organizations develop and maintain great manufacturing and service operations. We hope that you find our EPICentral newsletter helpful, and we would welcome your comments on its content.

## The Organizational "Vital Signs" Survey

Your organization's culture can have a profound impact on productivity, creativity, and workplace stability (for example, employee morale and turn-over). For this reason, it is important to periodically "check-in" on the factors that affect your company's culture to ensure that they are aligned with your organization's goals. This month's newsletter covers a general survey tool called the "Organizational Vital Signs Survey" that is designed to evaluate the culture of your organization

### Organizational Vital Signs Survey Instructions

With respect to your organization, answer each of the following statements according to this scale:

- 1 - *Never the case around here*
- 2 - *Seldom the case*
- 3 - *Sometimes the case around here*
- 4 - *Frequently the case*
- 5 - *Nearly always the case around here*

1. \_\_\_ There is a general sense of malaise, or stagnation. People are mostly concerned with following rules and completing routines. There is little mention of opportunities to change things.

2. \_\_\_ People go about their work in a depersonalized manner, as if their jobs had little meaning. There is little evidence of purpose or vision in the way things are done.

3. \_\_\_ Each day seems chaotic. A sense of helter-skelter and pending threats of even more disruption cause people to watch out for themselves and pay little attention to what is best for the organization.

4. \_\_\_ We are never without the "new management fad" around here. New change programs appear often before others are completed. People mostly do what they are told -- just go along -- knowing that this "flavor of the month", too, shall pass.

5. \_\_\_ There is suspicion that those in leadership positions do not know what they are doing. They seem so removed from the "firing line" that their ideas, decisions and visions often seem disconnected from "reality."

6. \_\_\_ There is a lot more talk than execution. Promises are made, but seldom fulfilled. Unmet expectations and constant planning without implementation lead to a feeling of low self-confidence, an overall "no can do" attitude.

### Considerations:

- This survey should be considered a starting point for a review of your culture and can be customized for your own use. What are the cultural "categories" that are important to your success? - trust? integrity? teamwork? good communication? safety? inspiring? fun?
- Consider how the survey can be used like a 360-degree review (see [EpiCentral Article](#)) to create organizational goals for improvement.
- It is important to consider how to get people to respond to the survey in an open manner (confidentiality, feedback of results to staff, etc.). Consider the use of an outside, independent entity to administer the survey.

### Next Steps

If you would like more information on this topic or other similar types of tools, please contact Bill Proctor with your request at [wproctor@epicentergroup.com](mailto:wproctor@epicentergroup.com) or 216-702-0952. You can also find previous issues of EPICentral at [Newsletters](#).

Mr. Proctor also speaks on a variety of problem-solving and system design topics that can help companies significantly increase the success and profitability of their businesses. If you are interested in having Bill speak at one of your upcoming meetings/events or would like more information on any of the speaking topics, please visit [Speaker Services](#) or you can email [sales@epicentergroup.com](mailto:sales@epicentergroup.com).

Epicenter Development Group is a unique consulting firm that seamlessly integrates the disciplines of Systems Engineering and Organizational Analysis & Development to create practical design solutions to your toughest challenges. It is on the cutting edge of problem-solving solutions and the creator of a unique process called

GreenRoom Engineering. This process adds greater value and cost savings for clients as compared to traditional engineering methods.

William Proctor, Epicenter's founder and president, has provided services around the country to more than 100 companies consisting of a variety of organizations; and Epicenter continues to grow as a resource for firms of all sizes.

To learn more about Epicenter Development Group, visit our website:

[www.epicentergroup.com](http://www.epicentergroup.com)

### Epicenter News

Epicenter recently completed an industrial engineering project with GOJO Industries in Wooster, OH.



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