

SYSTEMS DIAGNOSTIC

This tool will help you understand how you organise tasks in your workplace. In most cases you will be using systems to assist organization. Systems range from formal and structured to loose and unstructured.

By Sharonne Phillips.

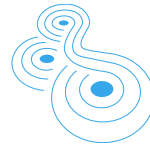
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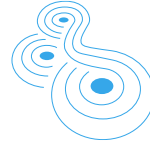
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Circle the answer in Column 1, 2 or 3 that most reflects the situation in your workplace. If you like you can answer for a specific system or for a general overview of your work. However, keep the same focus throughout all questions. You can repeat the process with another system in mind.

Question	Column 1	Column 2	Column 3
How often do you use the system?	Every time	Sometimes	Rarely
How flexible is the system?	Set in concrete	Reviewed regularly	Immediately flexible
Who determines what needs to be done?	The government	The workplace	Me
Who benefits by what is being done?	Society	Workplace	Individual
How was the system developed?	Externally (Consultants)	Internally (Management)	"On the hop"
What happens if you don't follow the system?	Gaol (Jail) and/ or fines	Confusion in the workplace	Can't get the job done
Is the system easy to use?	Occasionally	Frequently	All the time
Do you need training to use the system correctly?	Training is essential	Some training is required	It is easy and straightforward
What is it like to use the system?	Arduous	Tedious	Easy
Is the purpose of the system obvious?	Rarely	Sometimes	Often
TOTAL			

Add the total of responses in each column, and find the column with the greatest number of responses. This will give an indication of the type of systems that you use and/or prefer. Most people use different types of systems despite their preference and this can result in decreased compliance.



The greatest number of responses in:

Column 1

These are the most formal systems. They are usually developed and implemented at a high level in society, such as by and from governments, municipalities etc. In a business they can be developed and implemented within multinational corporations. These systems set standards of work and behaviour to apply throughout their areas of influence.

To assist you to develop and use these systems more efficiently

1. Be clear about the purpose and goal of the system.
2. Understand who will use the system and how it will be used.
3. Ensure that people are trained in the scope and implementation of the system.
4. Make sure that it is possible to comply with the system at all levels and areas it will be used in.
5. Have some practical method for reviewing the system and allow some flexibility in the way it is used.

Column 2

These systems help to organise and standardize how we do most things. They are the “face” of implementing the formal systems (in Column 1). Every form, procedure and software application used in workplaces is included in this level.

To assist you to develop and use these systems more efficiently

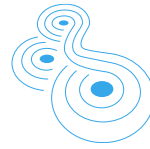
1. Define the purpose and use of the system.
2. Consider how frequently it will be used, and by whom.
3. Make sure the design of the system is compatible with how it will be used.
4. Allow regular feedback with the users, and review the design and use of the system regularly.
5. Build in flexibility to reflect all conditions in which the system will be used.

Column 3

These are the most casual systems. They are usually developed and implemented at a whim, as each person who uses them can change them as they like. Systems at this level are often thought of as patterns of behaviour rather than systems.

To assist you to develop and use these systems more efficiently

1. Maintain a focus on what needs to be done.
2. Consider who needs to use the results of your work.
3. Keep it simple.
4. Any and all changes in the way you do your work must fit in with the way your workplace operates, including the reporting systems used.
5. When you find a better way of doing something – let your supervisor know.



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We offer the following services:

- Consultation to businesses.
- Private and group mentoring programs - to assist you to find the "perfect match" between your staff and the systems they use.
- Training programs in the development, implementation and use of efficient systems.
- Seminars in Breaking Down the Silos that Prevent your business from soaring to new heights.

What some clients have said of our services: "Great practical advice – easy to implement"

"She really cares and worked out what was best for me and my workplace"
– AF, PA Sydney

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About Sharonne Phillips

Sharonne Phillips is a consultant, trainer and author who helps her clients simplify their business and work experiences. She has a special talent enabling her to see the forest and the trees at the same time, and get to the core of the problem, providing practical solutions to help businesses to get on with their business. She has a range of products to assist individuals and organizations and can tailor specific products.

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