

# The EFQM Model in Action

## People Results

### Basic Assessment

The next table enables you to perform a basic assessment of your organisation against the People Results criterion of the EFQM Excellence Model . After you have completed this table, you will list on the next page what do you do the best and what do you need to improve individually or as a team (you'll need consensus!)

#### Where do you stand today?

	No Evidence/ Don't Know	We have plans!	On our way!	Close to good!	Fully done
We have indicators in our people-survey to monitor the satisfaction of our employees.					
Our people-survey has indicators to monitor the employees' understanding of the strategy and the quality of internal communication.					
We measure the adequacy of individual competencies to the needs of the organisation.					
We have developed indicators to assess and improve employees' productivity.					
We have positive trends over the past three years for the indicators concerning our people.					
We achieve the quantitative goals we set for the indicators concerning our people.					
We compare our performance with benchmarks for the indicators concerning our people.					
We understand the rationale behind the evolution of the indicators concerning our people.					

**What are the Strengths of your organisation in this area?**

**What are the areas for Improvement of your organisation in this area?**

