



**BUSINESS IMPROVEMENT PLAN**  
Improving your business through people

**Business:**

**Contact:**

**Date:**



# 1. Business Planning

1. What are the **biggest challenges** facing your Company today?
2. Do you have **clear goals and objectives** and a **plan** on how to achieve them?

<b>Evidence</b>
<b>Comments</b>

Action	Who	When

<b>Score</b>	<b>1</b> Must be improved	<b>2</b> Would like to improve	<b>3</b> OK for now	<b>4</b> An area of strength	<b>5</b> An area of excellence
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## 2. Internal Communication

1. How are your **goals and objectives** for the business **communicated**?
2. Are people told **how the business is doing** on a regular basis?

### Evidence

### Comments

Action	Who	When

Score	1 Must be improved	2 Would like to improve	3 OK for now	4 An area of strength	5 An area of excellence
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### 3. Staff Contribution

1. Do people understand how the **job they do contributes to the goals and objectives** of the business?
2. Do people have **job descriptions** and **individual objectives**?
3. How do people get **feedback** on what they do?
4. How is the **contribution of people recognised**?
5. Is there an **appraisal** process or regular **one to ones**?
6. Do you say **'Thank you'**?

#### Evidence

#### Comments

Action	Who	When

Score	1 Must be improved	2 Would like to improve	3 OK for now	4 An area of strength	5 An area of excellence
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## 4. Training and Development

1. How **committed** are you to the **training** and **development** of people?
2. Do you have a **training plan**?
3. Does it include **all members of staff**?
4. Does it include an **induction** for new members of staff and those who change jobs within the company?
5. How are **training needs identified**?
6. Is there a **planned approach to training** and development at an organisational, team and/or individual level?
7. Who takes **responsibility** for training and developing people (eg the MD or a Learning Champion)?
8. Do they have responsibility for the **training budget**?
9. **Give examples of training** over the past 6 months for Senior Management, Middle management and other staff.
10. Was this training linked to **external qualifications** (e.g NVQ)?
11. Do you **review and evaluate** how effective training was?
12. Do you **evaluate the impact** of training on the goals and objectives of your business?
13. How do you intend to **improve the skills of your existing staff**?

### Evidence

### Comments

Action	Who	When

Score	1 Must be improved	2 Would like to improve	3 OK for now	4 An area of strength	5 An area of excellence
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## 5. Management Skills

1. Do your managers have the **necessary skills** to be effective in their jobs?
2. Have you identified **what these skills are**?
3. How do managers **support the development** of their staff?

<b>Evidence</b>		
<b>Comments</b>		
<b>Action</b>	<b>Who</b>	<b>When</b>

<b>Score</b>	<b>1</b> Must be improved	<b>2</b> Would like to improve	<b>3</b> OK for now	<b>4</b> An area of strength	<b>5</b> An area of excellence
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## Other Issues

Are there **additional areas in the business that are of concern** to you

### Notes

Other areas to address