

Audit 5.3: Assessing Where Mindfulness Is Most Required

Indicate whether you agree or disagree with each of the following statements about your work unit, department, or organization.

1. Work is accomplished through a number of sequential steps carried out in a linear fashion.

Agree/Disagree

2. Feedback and information on what is happening are direct and simply verified.

Agree/Disagree

3. The work process is relatively well understood.

Agree/Disagree

4. The work process does not require coordinated action.

Agree/Disagree

5. We can directly observe all the components in our "production" process.

Agree/Disagree

6. There are many different ways to produce our product or service (for example, items can be rerouted, schedules can be changed, and parts can be added later if delays or shortages occur).

Agree/Disagree

7. There is a lot of slack in our work process.

Agree/Disagree

8. In our work process, things don't have to be done right the first time because they can always be corrected.

Agree/Disagree

9. There is a lot of opportunity to improvise when things go wrong.

Agree/Disagree

Scoring: Count the number of "agree" and "disagree" responses. The greater the number of "disagree" responses, the more your system is interactively complex and tightly coupled and hence the more important it is to be mindful. Use these questions to begin thinking of the areas in your organization where mindfulness is crucial and ways to improve your capacity for mindfulness