

## Where Are You on Your Continuous Improvement Journey?

Want to get better at delivering on your mission? Then adopt a continuous improvement approach to your work. Continuous improvement, in turn, puts you on the path to high performance. Consider using the definition of a high-performance organization as a baseline to lead a discussion among your teams, management, and/or board about what everyone cares about most: how to get better at delivering results for the people or causes you serve.

Use the questions below to facilitate a discussion on how your organization can get better through continuous improvement. You can start by surveying your team, management, and/or board to get their views, or simply use the questions as a discussion guide. If you'd like to invite people to answer the survey first, share the questions below or build them into a survey platform, like SurveyMonkey or Google Forms.

The answers you have today will likely change as you move along the continuum of continuous improvement. This discussion isn't a one-and-done exercise; we hope you'll return again and again as you pursue what's right for YOUR organization and the people and causes you serve.

Continuous improvement is the pathway to building great organizations and networks for greater societal impact. **Are you ready to take the next step? Review the seven disciplines of the [Performance Imperative](#) and identify one or two priority areas to work on. Then dig deeper with the [Performance Practice](#).**

**Want to learn more? Contact us at [PerformancePractice@leapambassadors.org](mailto:PerformancePractice@leapambassadors.org).**

### high performance adjective

#### Definition of *high performance*

: the ability to deliver—over a prolonged period of time—meaningful, measurable, and financially sustainable results for the people or causes the organization is in existence to serve.

// *high-performance organizations*

## Continuous Improvement Survey/Discussion Questions

1. What is your organization's mission?
2. Who are the people—or the causes—you serve?
3. What are the intended outcomes/results for the people (or causes) you serve?
4. How well do you think you're delivering on these outcomes/results?
  - Extremely well
  - Substantially well
  - Somewhat well
  - Not very well
  - Don't knowPlease explain why:
5. How meaningful are the intended outcomes/results for your target population or cause(s)?
  - Extremely meaningful
  - Substantially meaningful
  - Somewhat meaningful
  - Not very meaningful
  - Don't knowPlease explain why:
6. How effective has your organization been in measuring these outcomes/results (knowing that what you do works)?
  - Extremely meaningful
  - Substantially meaningful
  - Somewhat meaningful
  - Not very meaningful
  - Don't knowPlease explain why:
7. How financially sustainable are the services you deliver? By financial sustainability, we mean that your organization 1) accurately understands unit and indirect costs and 2) consistently recovers the full cost of what your organization does.
  - Extremely meaningful
  - Substantially meaningful
  - Somewhat meaningful
  - Not very meaningful
  - Don't knowPlease explain why:

8. How long has your organization consistently delivered meaningful, measurable, and financially sustainable results?
- More than 5 years
  - 3-5 years
  - 1-2 years
  - We haven't met all three criteria for any period of time
- Please explain why:
9. How interested are you in exploring how your organization can become higher-performing?
- Extremely interested
  - Substantially interested
  - Somewhat interested
  - Not interested
- Please explain why:

Thank you!