

Consultants To Management Continuous Quality Improvement Survey

Leadership - Are managers/supervisors visibly involved in improving the quality of services your department offers?

| | Count | Percent | Weight | Weighted Total |
|--------------------------------------|-------------------|--------------------------------|-----------------------------------|----------------|
| Strongly Disagree | 3 | 27.27 % | 1 | 3 |
| Disagree | 2 | 18.18 % | 2 | 4 |
| Okay | 2 | 18.18 % | 3 | 6 |
| Agree | 2 | 18.18 % | 4 | 8 |
| Strongly Agree | 2 | 18.18 % | 5 | 10 |
| Total Responses 11 100% 15 31 | | | | |
| Mean (Avg): 2.81818 | | StDev (Sample): 1.53741 | | |
| Minimum: 1 | Maximum: 5 | Range: 4 | StDev (Population) 1.46587 | |

Leadership - Do managers/supervisors practice what they preach (walk the talk) with regard to improving the quality of services?

| | Count | Percent | Weight | Weighted Total |
|--------------------------------------|-------------------|--------------------------------|-----------------------------------|----------------|
| Strongly Disagree | 2 | 18.18 % | 1 | 2 |
| Disagree | 2 | 18.18 % | 2 | 4 |
| Okay | 4 | 36.36 % | 3 | 12 |
| Agree | 2 | 18.18 % | 4 | 8 |
| Strongly Agree | 1 | 9.09 % | 5 | 5 |
| Total Responses 11 100% 15 31 | | | | |
| Mean (Avg): 2.81818 | | StDev (Sample): 1.25045 | | |
| Minimum: 1 | Maximum: 5 | Range: 4 | StDev (Population) 1.19226 | |

Leadership - Have managers/supervisors received adequate training on quality improvement concepts and tools?

| | Count | Percent | Weight | Weighted Total |
|--------------------------------------|-------------------|--------------------------------|-----------------------------------|----------------|
| Strongly Disagree | 3 | 27.27 % | 1 | 3 |
| Disagree | 3 | 27.27 % | 2 | 6 |
| Okay | 1 | 9.09 % | 3 | 3 |
| Agree | 2 | 18.18 % | 4 | 8 |
| Strongly Agree | 2 | 18.18 % | 5 | 10 |
| Total Responses 11 100% 15 30 | | | | |
| Mean (Avg): 2.72727 | | StDev (Sample): 1.55505 | | |
| Minimum: 1 | Maximum: 5 | Range: 4 | StDev (Population) 1.48268 | |