Survey to Gauge Effectiveness for Preparing Stakeholders for BPI Project Implementation

Instructions: Edit this survey so that it is of value for your particular BPI project implementation

BPI Project:	
Stakeholder Name:	
Date of Survey:	

QUESTION	Rating Scale			
	4 **(very satisfactory/ sufficient)**	**3**	**2**	**1** **(unsatisfactory/ insufficient)**
Was the training of sufficient length to enable learning the process?				
Was the training satisfactory overall (provided what needed and expected)?				
Were the training materials/handouts provided of value back on the job?				
Do you believe you have had sufficient access to support in using the process back on the job?				
Additional comments on the questions above:				

QUESTION	Rating Scale			
	4 **(effective)**	**3**	**2**	**1** **(ineffective)**
How effective was the trainer for the session?				
How effective was the method of training for you personally?				
Additional comments on the questions above:				

QUESTION	Rating Scale		
	Yes – to a great extent	**Yes – somewhat**	**No – not at all**
Were you able to practice using the process(es) during the training?			
Are you confident that you can utilize the process back on the job?			
Was the portal of value as a resource/reference after the training?			
Have you been able to utilize the new process back on the job?*			

*If you answered "*yes – to a great extent*" to the question above, please provide more details as to what has enabled you to be successful using the new process:

*If you answered "not at all" or "yes – somewhat" to the question above, please provide more details as to what has hindered your ability to use the new process (What challenges or barriers were encountered?):

Of the support options provided, which have been the most valuable (check all that apply):	☐ Portal ☐ Training materials/handouts ☐ Live support ☐ Webinars ☐ Access to Subject Matter Experts ☐ Roundtables ☐ Other: _____

Additional comments on the questions above:

Please share how much more effective you think you will be in the areas below based on your use of the new process?

Business Area Impact *<Be sure to edit the business area impacts below to be relevant to the BPI project>*	Effectiveness Use a scale of 0% (not effective at all/reduced effectiveness) to 100% (very effective/improved effectiveness)	Confidence in your Effectiveness Rating Use a scale of 0% (not confident) to 100% (very confident)
Increased work output		
Improved quality		
Improved cost control/reduced expenses		
Improved response time to customers		
Improved cycle time of products		
Increased sales		
Increased customer engagement		
Improved efficiencies		
Reduction in time to market for products and services		
Decrease in customer complaints		
Other:		
Other:		
Please cite any specific examples or provide more details:		