

Evaluating Department Performance

INTERNAL EVALUATION

(Processes, structure, service delivery)

Processes & Efficiency

- What core processes drive your department's work? Are they streamlined and effective?
- Where do you see delays, redundancies, or bottlenecks?
- Are our current tools, systems, or workflows meeting your team's needs?

Structure & Roles

- Does the current organizational structure support the department's goals?
- Are roles and responsibilities clearly defined and appropriately aligned with workload?
- Are there any gaps or overlaps in duties?

Service Delivery & Quality

- How would you describe the quality and consistency of the services your department provides?
- Are we meeting service standards or expectations (timeliness, accuracy, professionalism)?
- What feedback have you received from internal or peer departments?

Team Dynamics & Capacity

- Do staff have the necessary skills and capacity to deliver expected outcomes?
- Are there challenges in recruitment, retention, or training?
- How is morale and engagement within the team?

EXTERNAL EVALUATION

(Stakeholder expectations, organizational needs, critical focus areas)

Stakeholder Expectations

- Who are your key stakeholders (internal and external), and what do they expect from your department?
- Are there gaps between stakeholder expectations and what your department currently delivers?
- How do you gather and respond to stakeholder feedback?

Alignment with Organizational Needs

- How well does your department's work align with broader organizational goals or strategic plans?
- Are there emerging organizational priorities your team needs to better support?
- What critical services or outcomes does the organization rely on your team for?

Collaboration & Reputation

- How is your department perceived by others across the organization?
- Are partnerships with other departments effective and productive?
- Are there any consistent points of conflict, misunderstanding, or missed opportunities?

STRENGTHS & WEAKNESSES

- What areas do you believe are your department's core strengths? What contributes to those strengths?
- Where does your department consistently struggle or fall short?
- If you could improve one thing in the next 6–12 months, what would it be and why?
- What resources or support would make the biggest difference in addressing weaknesses?