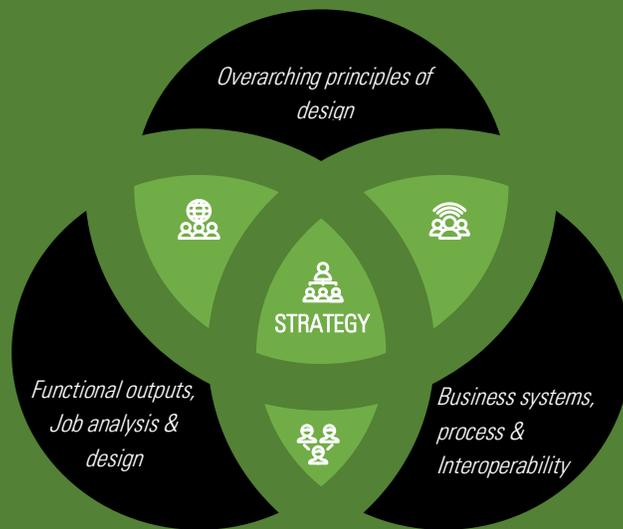




# JOB AND WORKFLOW ANALYSIS QUESTIONNAIRE

*TOOLS FOR ORGANISATIONAL REDESIGN*



# JOB and WORKFLOW ANALYSIS QUESTIONNAIRE

NAME:

JOB TITLE:

BUSINESS UNIT:

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1. **POSITION OVERVIEW:** State in your own words (not what is outlined in your current Position Description) the overall purpose of your position.

2. **QUALIFICATIONS:** List any tertiary qualifications, certificates, permits, licenses etc. required to perform duties assigned to your position. When answering this question, also indicate the minimal and desired level of qualification/skill/knowledge required to effectively perform in this role – include number of years.

3. **REGULAR TASKS AND ACTIVITIES:** In general terms, describe the tasks/activities you regularly perform. Please list these in descending order of importance and percentage of time spent on them per month. When answering this question, it is important to note only the activities that you 'actually' perform. List as many duties as possible; attach additional sheets if necessary.

Tasks and Activities	% of time spent per month

4. **INPUTS:** To produce the desired outputs of your role, what critical inputs are required? Is your role dependent on certain information/ knowledge or other positions having produced a particular output or outcome before you are able to successfully perform your duties and if so, what are these critical inputs?

5. **SYSTEMS AND PROCESSES:** What systems and processes are used in the performance of the above tasks/activities? Who else is involved in the process and why? What value do others bring to the process?

6. **EFFICENCY GAINS:** To effectively perform your role, what efficiencies can you identify? In answering this question consider any barriers and/or ambiguities; do systems assist the process effectively? Are there better ways of operating? Are there duplications in the process?

7. **CONTACTS & RELATIONSHIPS:** Outline key stakeholders (internal and external) which your position is required to contact and required to form, maintain and grow business relationships with. In answering this question, you will need to state the desired outcome and benefits in establishing these relationships and how this directly contributes to the successful performance of your role.

8. **SUPERVISION OF STAFF** (if applicable): List the position titles of the personnel you are responsible for managing and the attributes required for them to be successful in their role in descending order of importance.

Position Title	Attributes (knowledge, skills, ability, training and experiences)

**9. FREQUENCY OF SUPERVISION:** How frequently must you confer with your own supervisor or other personnel in making decisions or in determining the proper course of action to be taken?

Frequently     Occasionally     Seldom     Never

**10. DECISION MAKING:** Please explain the decisions you make while performing the regular duties of your job.

(a) What would be the probable result of you making (i) poor judgment(s) or decision(s), or (ii) improper actions?

**11. LIMITS OF YOUR AUTHORITY:** Please explain the limits of your authority (ie, hiring/dismissing of staff; capital expenditure etc.) and who needs to sign off (if applicable) prior to actioning.

**12. RESPONSIBILITY FOR RECORDS:** List the documents and records (include all written material, files etc) you are required to prepare or maintain. State for whom they are intended.

Documents/Records	Intended for

**13. WORKING CONDITIONS:** Please describe the conditions under which you work - inside, outside, airconditioned area, etc. Be sure to list any unusual working conditions.

**14. EQUIPMENT:** List any equipment, systems or tools (include ERP, hardware & software), motor vehicles etc. you normally operate as a part of your position's duties.

Equipment	Average hours of usage per week

**15. IN REFERENCE TO CORPORATE PLAN:** Outline specifically and in measurable outcomes how your duties and responsibilities add value and directly contribute to the achievement of strategic business goals.

**16. EXISTING POSITION DESCRIPTION:** Do you believe your current position description is a true representation of what you do in your role?

Yes     No    If 'No', please explain

**17. MOTIVATING FACTORS:** What job remodeling can be undertaken to ensure you remain engaged, and challenged in your role?

**18. ADDITIONAL INFORMATION:** Please provide additional information, not included in any of the previous items, which you feel would be important in a description of your position. Equally use this opportunity to outline any duties you believe you should be doing, further expanding on Question 17.