# Systems Review

This System Review is the start of what will be a sustained 'review, improve and innovate' programme that will be embedded within our Culture for the long term.
The purpose of this initial survey is to identify the 'pain points' of our processes and practices. This could be electronic, paper based or any work activity.

We want to know:


- where your workload/efficiency is being impacted due to our working practices, processes or technologies?
- what is damaging our reputation or customer experience?
- what is impacting your well-being or the well-being of others?
- Where communication to employers is not effective

Please be honest - we genuinely value your feedback and want to improve our processes  with your support. Comment only on the process or technology - this isn't about individuals. Put N/A or not sure if you can't answer a question.

If you have more than one observation to feedback then please, submit this form as many times as you like. We will collect your email address as we may want to clarify points.

If, you would like further help our guidance on completing the form please contact the author of this form

1.   Email *

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2.   What is the problem / pain point? *

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3. Tell us what is happening? *

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4. What is the impact? Where is this hurting us? Cost, time, quality impacts? Eg wellbeing, reputation, engagement, customer satisfaction etc? *

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5. Why is this happening? Do we know? What Do we suspect? *

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6. What teams or roles are involved? *

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7. What processes or technology are involved? *

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8. How could we do it better? What are our missed opportunities? *

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9. Is there anything else you'd like to say?

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