

## **Sample Survey Questions** **Continuous Improvement for L&D**

### **Definitions:**

What role / function do you provide your internal clients?

For the work you have, how does an event, project or process differ?

What comprises BAU – business as usual – work for you? How is it managed?

How do you define a project in terms of length of time and size?

Is a formal process in place in how you work with clients to identify their learning / training needs?

### **Measurements and Success:**

What determines project / program success for you?

Is it the same or different from your clients?

Are measurements in place to determine success? If yes, what are they?

What information or metrics are most important for you to know about? Is it the same or different for your clients?

Are you currently collecting and tracking this information? If yes, how?

### **Ongoing Processes:**

For recurring learning events, are standardized processes in place? If yes, what are they?

Do you have a planning / identification process in place for resource needs for future projects?

Do you complete annual learning needs assessment with your clients? What does it look like?

### **Best Practices:**

What are your biggest/recurring challenge(s) in support of your clients?

How do you manage, or overcome them?

What does a best practice organization in L&D mean to you? What would it look like? Around what functions is there room for leveraging and process reuse?

Do you have a knowledge and document repository? If not, would creating one allow for more sharing and leveraging of tools, resources, and processes?