

Management Self Assessment: How do *you* think you're doing?

In order to provide services that truly meet your needs, we want your candid assessment of basic management practices in your dealership. Your responses will remain confidential.

Dealership _____ Date _____

Your Name _____ Telephone _____ Email _____

Rank each item on a scale of 1-5:

1 = Agree strongly 2 = Somewhat agree 3 = Neutral/not sure 4 = Somewhat disagree 5 = Strongly disagree

- | | | | | | |
|---|---|---|---|---|---|
| 1. Our safety program covers all the primary hazards. | 1 | 2 | 3 | 4 | 5 |
| 2. We have an effective program to prevent slips, trips and falls. | 1 | 2 | 3 | 4 | 5 |
| 3. Our service area is clean and attractive. | 1 | 2 | 3 | 4 | 5 |
| 4. We carefully monitor conditions of lots and walkways during storms. | 1 | 2 | 3 | 4 | 5 |
| 5. We know how to respond to customer reports of injury. | 1 | 2 | 3 | 4 | 5 |
| 6. Every employee consistently performs his or her job safely. | 1 | 2 | 3 | 4 | 5 |
| 7. There is no "horseplay" at our dealership. | 1 | 2 | 3 | 4 | 5 |
| 8. There are no drugs or alcohol problems among our employees. | 1 | 2 | 3 | 4 | 5 |
| 9. Our employment handbook is up-to-date. | 1 | 2 | 3 | 4 | 5 |
| 10. There is no discrimination in our hiring or employment practices. | 1 | 2 | 3 | 4 | 5 |
| 11. There is no sexual harassment in our dealership. | 1 | 2 | 3 | 4 | 5 |
| 12. Our hiring process consistently brings good people into our company. | 1 | 2 | 3 | 4 | 5 |
| 13. We check references on all hires. | 1 | 2 | 3 | 4 | 5 |
| 14. Employees know what to do when confronted with hazards. | 1 | 2 | 3 | 4 | 5 |
| 15. Employees know what to do if injured on the job. | 1 | 2 | 3 | 4 | 5 |
| 16. Supervisors have been trained in sexual harassment within the past year. | 1 | 2 | 3 | 4 | 5 |
| 17. Supervisors know how to respond to injured employees. | 1 | 2 | 3 | 4 | 5 |
| 18. Supervisors support temporary modified duty to speed recovery of workers. | 1 | 2 | 3 | 4 | 5 |
| 19. Our turnover rate among mechanics is low. | 1 | 2 | 3 | 4 | 5 |
| 20. We have explicit policies on safe driving for all employees who drive. | 1 | 2 | 3 | 4 | 5 |
| 21. We stay in frequent contact with any employees out of work on disability. | 1 | 2 | 3 | 4 | 5 |
| 22. We use temporary modified duty to speed the recovery of injured employees. | 1 | 2 | 3 | 4 | 5 |
| 23. We require certificates of insurance from subcontractors (towing, waste removal...) | 1 | 2 | 3 | 4 | 5 |
| 24. We get the most out of our insurance carriers. | 1 | 2 | 3 | 4 | 5 |
| 25. All claims are reported to insurance carriers within 5 days. | 1 | 2 | 3 | 4 | 5 |
| 26. We understand how our workers' comp insurance premiums are calculated. | 1 | 2 | 3 | 4 | 5 |
| 27. We track all open claims to closure. | 1 | 2 | 3 | 4 | 5 |
| 28. We communicate regularly with doctors who are treating our employees. | 1 | 2 | 3 | 4 | 5 |

List any additional issues or concerns:

Return this completed survey to: Jon Coppelman, COMPLus+ Manager
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Or Fax to: 508-752-7903

You can also contact me via Email: jcoppelm@harleysvillegroup.com

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