

Table 7

Indicator of Organizational Changes and Tools for Data Collectors

Tool	Data Collector			
	Employee	Supervisor and Manager	Director and Administration	External Consultant
Flow process chart		X		X
Job description review	X	X		
Job procedure review	X	X		
Log	X			
Operation flow chart		X		X
Performance reports		X	X	
Periodic review		X		
Personnel reports		X	X	
Satisfaction survey			X	X
Work distribution chart		X		
Work sampling		X		