# **The Continuous Improvement Culture Starter Kit**

## **Culture Assessment Worksheet**

Transform from Firefighting to Culture-Building in Your Convenience Store

This worksheet helps you assess your current management approach, quantify the cost of reactive "firefighting," and identify opportunities to build a culture of continuous improvement. Complete this for each store to establish a baseline and start your transformation journey.

### **Are You Managing Chaos or Building Culture?**

Use this diagnostic to evaluate your store’s current state.

Store Information
Store #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Firefighting Frequency Calculator**
Estimate the time and cost of reactive management.

|  |  |
| --- | --- |
| Metric | Value |
| Manager calls per week (e.g., urgent issues, escalations) | \_\_\_\_\_\_\_ |
| Recurring problems this month (e.g., same issue repeatedly) | \_\_\_\_\_\_\_ |
| Same issues across multiple stores | \_\_\_\_\_\_\_ |
| Estimated hours spent on firefighting per week | \_\_\_\_\_\_\_ |
| Manager’s hourly rate (or avg. cost) | $\_\_\_\_\_\_\_ |
| Weekly cost of firefighting(hours x rate) | $\_\_\_\_\_\_\_ |

Reflection: How much time could you save by addressing root causes instead of reacting to problems?

### **Culture Readiness Checklist**

Check all that apply to your store’s current environment.

☐ Employees volunteer improvement ideas without prompting.
☐ Staff approach managers with solutions, not just problems.
☐ Teams take initiative on tasks without being asked.
☐ Employees feel safe admitting mistakes without fear of blame.
☐ Managers hold regular meetings to discuss improvements.
☐ Best practices are shared across stores in the district.

Total checked: \_\_\_\_\_\_\_ / 6
Goal: Aim for 5+ to indicate a strong improvement culture.

### **Psychological Safety Score**

Rate your store’s psychological safety (1 = low, 10 = high) based on employee trust and openness.

|  |  |
| --- | --- |
| Question | Score (1-10) |
| Employees feel comfortable sharing ideas or concerns. | \_\_\_\_\_\_\_ |
| Mistakes are treated as learning opportunities. | \_\_\_\_\_\_\_ |
| Managers listen actively to employee suggestions. | \_\_\_\_\_\_\_ |
| Average Score(sum ÷ 3) | \_\_\_\_\_\_\_ |

Target: A score of 8+ indicates a safe environment for improvement.

### **Week 1 Action Plan: Kickstart Your Culture Transformation**

Complete these steps to begin building a culture of continuous improvement:

* Hold a “How can we make this better?” session with your team. Ask for ideas to improve operations, customer experience, or workplace environment.
* Document all suggestions (even ones you’re skeptical about) in a list or spreadsheet.
* Commit to testing one idea within 72 hours. Use the Microexperiment Toolkit (available in the full Starter Kit) to pilot it safely.

Example: Rachel, a district manager, used this approach across 12 stores, leading to a 34% performance improvement.