

Gagement® CI Maturity Checklist™

This checklist helps organisations assess their Continuous Improvement (CI) maturity across three pillars: Leadership Capability, CI Engagement & Practices, and Business Results & Outcomes.

Rating Scale

0	1	2	3
Not in place	Ad hoc or inconsistent	Defined, practised, but can still be improved	Embedded and sustained

Leadership Capability	Rating	Comments
1. Leaders set the CI vision, goals, improvement objectives and targets	0 1 2 3	
2. Leaders regularly participate in CI activities and provide the necessary resources	0 1 2 3	
3. Leaders ensure the effective implementation of the CI program and help remove any roadblocks	0 1 2 3	
4. Leaders proactively address issues before they escalate	0 1 2 3	
5. Leaders clearly communicate expectations for CI	0 1 2 3	
6. Leaders coach teams on how to solve their problems	0 1 2 3	
7. Leaders develop and mentor CI champions	0 1 2 3	
8. Leaders reinforce CI through performance discussions	0 1 2 3	
Total		
CI Engagement & Practices		
9. Employees are encouraged to contribute improvement ideas	0 1 2 3	
10. CI routines (huddles, reviews, Kaizen, problem-solving) are standard practice	0 1 2 3	
11. Teams use structured CI or problem-solving methods	0 1 2 3	
12. Improvement activity is prioritised alongside daily work	0 1 2 3	
13. Cross-functional teams collaborate on problems	0 1 2 3	
14. CI training is provided and refreshed	0 1 2 3	
Total		
Business Results & Outcomes		
15. CI is linked to business goals, priorities and targets	0 1 2 3	
16. Improvement benefits are measured and tracked	0 1 2 3	
17. CI initiatives deliver tangible outcomes	0 1 2 3	
18. Results are reviewed and objectives adjusted regularly	0 1 2 3	
19. CI outcomes are communicated across the organisation	0 1 2 3	
20. Teams are recognised for improvement results	0 1 2 3	
Total		

© Copyright Gagement® Pty Ltd. This checklist may not be reproduced or adapted without permission.



SCORING & INTERPRETATION

Convert each pillar score into a percentage of its maximum (24 for Pillar 1, 18 for Pillars 2 and 3). Your overall CI maturity is determined by your lowest pillar score.

Score Interpretation – By Pillar (% of Maximum)

Band	Score %	What it likely means	Suggested focus
Starting Out	0 - 30%	Largely absent or ad hoc. Improvement here will have the greatest overall impact.	Establish the basics. Define expectations, introduce simple routines, and build CI awareness.
Building	31 - 55%	Some foundations are in place, but consistency is the key challenge.	Standardise what is working. Close gaps in coverage and reliability.
Developing	56 - 75%	Good progress. CI is visible and valued but not yet consistently embedded.	Deepen and broaden. Strengthen the link between activity and results.
Embedded	76 - 90%	Strong capability. CI is part of daily life, and results are being delivered.	Sustain and keep improving. Complacency is the main risk. Raise the standard continuously and spread best practice.
Leading	91 - 100%	Benchmark level. CI is self-renewing and a genuine competitive advantage.	Innovate and share. Develop others and further extend CI capability.

These bands are a guide only. CI maturity is complex and context-dependent. A Gagement consultant can help you interpret your results, understand what's driving your scores, and build a practical tailored improvement plan.

NEXT STEPS ACTION PLAN

Focus on your lowest-scoring pillar first. Aim for 3 to 5 practical actions with clear ownership and a due date.

Focus Area / Pillar	Action	Owner	Due Date

Important Note

This assessment highlights where to focus next, not everything at once.

Sustainable Continuous Improvement requires:

- Consistent leadership commitment
- Disciplined, repeatable practices
- Ongoing review and adaptation

Also Useful

The Gagement CI and Operational Excellence Practical Reference defines 60 key CI terms in plain English. It covers the three pillars, the five maturity levels, and the tools referenced in this checklist. Available free at [gagement.com.au](https://www.gagement.com.au)

