

Audit Area	Possible remedies
1. Missing or unclear Project goals	<ul style="list-style-type: none"> • If the leader created goals, it could be that nobody saw them or forgot that they saw them. In that case – publish them and consider creating a visual KPI (Key Performance Indicators) chart out of them to hang up in the team area. That way everyone can see how the team is doing in meeting those goals using the KPIs against targets per day/per week or per month. • Have a team meeting or townhall session where the leader explains the goals and takes questions if anyone needs clarification.
2. Unclear roles and Responsibilities	<ul style="list-style-type: none"> • Use a RACI chart to clarify roles in the various processes your team use. • Do a group session to talk it through – document it for future team members who may join to understand how roles and responsibilities have been defined. • Do a group exercise to define roles and responsibilities. • Issue a document to the team reflecting the thoughts of the team leader on roles and responsibilities.
3. Uncertain boundaries and accountability	<ul style="list-style-type: none"> • Do a team exercise to work out process boundaries or interfaces with others/other processes. • Publish a document from the team leader to clarify this.
4. Decision Making is slow or ineffective	<ul style="list-style-type: none"> • Does everyone know what authority they have to commit resources (money, time, others)? If not, publish guidelines. • Have a team discussion to understand what is slowing down decision-making. Address the outcomes.
5. Risks are not managed	<ul style="list-style-type: none"> • Are risks identified and documented? If not, make sure known risks are documented along with mitigating or avoidance strategies and plans. • Make risk management a key discussion points at monthly meetings. Discuss project impact and consequences if an unexpected risk materializes to ensure that the team understands the importance of risk management.
6. Insufficient performance feedback and information	<ul style="list-style-type: none"> • Does every team member have performance goals for a specific period? • Does everyone have overall team goals? • Do they know what these goals are? If they do not have goals, you may want to document expectations and ways that success will be measured on each goal. • Provide regular feedback (leaders and peers) to each other on how things are going. This gives each person enough time to learn from it and correct erroneous ways to avoid missing out on a bonus or team celebration.
7. Futile or missing recognition & reward processes	<ul style="list-style-type: none"> • Everyone enjoys knowing that achieving goals will lead to some reward beyond salary or hourly wages. If there are no key team milestones to achieve and which the team can be incentivized to work towards, consider whether this would add to team morale and motivation. • Do you want team members to exhibit specific behaviors or adoption of new ways of working? Design and implement a reward system which rewards team members in meaningful ways – the team members need to define what is meaningful to them. If unsure, ask them. <p>Is there a reward system in place which does not motivate employees and it does not lead to improvements or achievements of team goals? Do a reset and involve the whole team in the review and redesign of the reward system/process. Remember, it is the one receiving the intended reward who defines what he/she values.</p>