



ACCOUNTABILITY

INSIGHTS FOR LOCAL MANUFACTURERS

Accountability= ownership of words, promises and actions.

Employees are held accountable for quality work by managers. Managers are accountable for the promises made to staff. Where accountability is measured and managed, individuals notice and alert when things inside, and outside their area of work, do not meet expectations.

Accountability builds trust motivating team action. Studies show that accountability improves timely actions AND with better quality.

Accountability is underpinned by formal and informal means including contracts and expected work-culture norms of behavior.

DID YOU KNOW?

Having formal accountability for a goal increases your chance of completing it by up to 95%.

Application

One way to generate accountability in a project is to assign ownership. When creating an action plan for a project, assign one person to be responsible for each task. This gives them formal accountability because it was formally assigned to them and informal accountability because they don't want to let the team down. ● ● ●