**Team Effectiveness Audit Tool (TEAT)**

Submitted by superadmin on Mon, 10/22/2012 - 14:45

HP Activity Categories:  
*Assessment of team work and communication* [1]

Resource Type:  
Tool

Abstract:

The Team Effectiveness Audit Tool (TEAT) is a questionnaire which measures six team effectiveness factors: Team synergy, Performance objectives, skills, Use of resources, Innovation and Quality. The questionnaire has proved useful in providing a context for improvements in effectiveness of working teams in organisations. The questionnaire was developed based on EFQM (European Federation for Quality Management) principles. The results can be used by the teams themselves to address areas for improvement.

**References**

Developer and source:


Down Lisburn H&SS Trust, Lagan Valley Hospital, Lisburn / Northern Ireland (UK)

Year of development / publication, updates etc:

2001

**General Description**

Purpose:

TEAT can be used to assess team quality / team effectiveness independent from the occupational field.

Type (e.g. observation, questionnaire, interview, checklist, measurement instrument, etc.):

Paper and pencil questionnaire

**Technical description of method or tool etc**

Description of the content/study:

The Team Effectiveness Audit Tool (TEAT) is used to address all organisational priorities including team processes and individual team members? needs. It is an audit tool to be used by teams to self-analyse their team productivity and quality in respect to those aspects that an organisation needs to hold up and needs to
monitor during situations of change in particular. The six core themes of effectiveness the TEAT questionnaire addresses are:

1. **Team synergy**: Sense of purpose that is shared among team members;
2. **Performance objectives**: The team has clear performance objectives that are monitored on ongoing basis;
3. **Skills**: Team members are adequately trained and have the competence they need to do their work and their skills are adequately used;
4. **Use of resources**: Adequate use of all available resources (people, finances, equipment etc) is made and employed to optimal potential;
5. **Innovation**: The team looks constantly to improve way of working or solving problems;
6. **Quality**: The team has high customer awareness and observes the standards that apply.

Technical requirements for using the method, tool, etc:

TEAT is a paper-pencil questionnaire and can be used at any time and any place and is a self-administered tool for teams.

Statistical software for analyses such as Microsoft Excel, SPSS, or Statistica.

Measure/Response Type:

Forty four items that require response from (1) strongly disagree, (2) disagree (3) undecided (4) agree (5) strongly agree. An overall score for team quality is provided. The scores of each subscale will be averaged to get a summary score reflecting each of the five factors.

Results obtained and interpretation:

The feedback is usable by team leaders and managers, especially in action research settings. The Team Quality Questionnaire is sensitive concerning changes

**Evaluation**

Advantages:

Easy to administer.

Disadvantages:

Knowledge of statistics and software to analyse data

Alternative Methods:

A number to team quality measures exist in the literature and may be used as an alternative.

**Usability (ease of use, efficiency, effectiveness)**

Ease of use:
high

Efficiency:
high

Effectiveness:
high

Constraints concerning conditions of use:
Reliability:

The inter-item reliability (correlation between items and overall score is reported to be very high: (N=400 representing 37 different teams) and ranged between 0.97 ? 0.98; overall Cronbach’s Alpha was 0.98.

No internal consistencies are reported for the six separate scales.

Validity:

n/a

Level of HF expertise needed (required user qualification)

Medium: limited level of expertise required, some training required
Other expertise needed (required user qualification):

None

Cost Information

Low: (<1000 €) low costs to purchase, no special devices necessary
Experiences of use by SESAR partners (including references):

No known use of the questionnaire in the ATM environment yet.

Reported and/or published experiences of use (including references):

see above

Application Area:

These tools can be applied to any environment where teamwork is a factor.

Keywords:

Teamwork, Teamwork quality, teamwork effectiveness

Short Description:

TEAT is a questionnaire which measures six team effectiveness factors. It is an audit tool to be used by teams to self-analyse their team productivity and quality.