

Process—For Use with Categories 1 through 6

Score	Approach (A)	Deployment (D)	Learning (L)	Integration (I)
0-5%	No SYSTEMATIC APPROACH to Item requirements is evident; information is ANECDOTAL.	Little or no DEPLOYMENT of any SYSTEMATIC APPROACH is evident.	An improvement orientation is not evident; improvement is achieved through reacting to problems.	No organizational ALIGNMENT is evident; individual areas or work units operate independently.
10-25%	The beginning of a SYSTEMATIC APPROACH to the BASIC REQUIREMENTS of the Item is evident.	The APPROACH is in the early stages of DEPLOYMENT in most areas or work units, inhibiting progress in achieving the BASIC REQUIREMENTS of the Item.	Early stages of a transition from reacting to problems to a general improvement orientation are evident.	The APPROACH is ALIGNED with other areas or work units largely through joint problem solving.
30-45%	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the BASIC REQUIREMENTS of the Item, is evident.	The APPROACH is DEPLOYED, although some areas or work units are in early stages of DEPLOYMENT.	The beginning of a SYSTEMATIC APPROACH to evaluation and improvement of KEY PROCESSES is evident.	The APPROACH is in the early stages of ALIGNMENT with your basic organizational needs identified in response to the Organizational Profile and other Process Items.
50-65%	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the OVERALL REQUIREMENTS of the Item, is evident.	The APPROACH is well DEPLOYED, although DEPLOYMENT may vary in some areas or work units.	A fact-based, SYSTEMATIC evaluation and improvement PROCESS and some organizational LEARNING, including INNOVATION, are in place for improving the efficiency and EFFECTIVENESS of KEY PROCESSES.	The APPROACH is ALIGNED with your organizational needs identified in response to the Organizational Profile and other Process Items.
70-85%	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the MULTIPLE REQUIREMENTS of the Item, is evident.	The APPROACH is well DEPLOYED, with no significant gaps.	Fact-based, SYSTEMATIC evaluation and improvement and organizational LEARNING, including INNOVATION, are KEY management tools; there is clear evidence of refinement as a result of organizational-level ANALYSIS and sharing.	The APPROACH is INTEGRATED with your organizational needs identified in response to the Organizational Profile and other Process Items.
90-100%	An EFFECTIVE, SYSTEMATIC APPROACH, fully responsive to the MULTIPLE REQUIREMENTS of the Item, is evident.	The APPROACH is fully DEPLOYED, without significant weaknesses or gaps in any areas or work units.	Fact-based, SYSTEMATIC evaluation and improvement and organizational LEARNING through INNOVATION are KEY organization-wide tools; refinement and INNOVATION, backed by ANALYSIS and sharing, are evident throughout the organization.	The APPROACH is well INTEGRATED with your organizational needs identified in response to the Organizational Profile and other Process Items.

Results—For Use with 7.1 thru 7.5

Score	Level Reported (Le)	Trend data (T)	Comparison Data (C)	Importance (I)
0-5%	There are no organizational PERFORMANCE RESULTS and/or poor RESULTS in areas reported.	TREND data either are not reported or show mainly adverse TRENDS.	Comparative information is not reported.	RESULTS are not reported for any areas of importance to the accomplishment of your organization's MISSION. No PERFORMANCE PROJECTIONS are reported.
10-25%	A few organizational PERFORMANCE RESULTS are reported, and early good PERFORMANCE LEVELS are evident in a few areas.	Some TREND data are reported, with some adverse TRENDS evident.	Little or no comparative information is reported.	RESULTS are reported for a few areas of importance to the accomplishment of your organization's MISSION. Limited or no PERFORMANCE PROJECTIONS are reported.
30-45%	Good organizational PERFORMANCE LEVELS are reported for some areas of importance to the Item requirements.	Some TREND data are reported, and a majority of the TRENDS presented are beneficial.	Early stages of obtaining comparative information are evident.	RESULTS are reported for a few areas of importance to the accomplishment of your organization's MISSION. Limited PERFORMANCE PROJECTIONS are reported.
50-65%	Good organizational PERFORMANCE LEVELS are reported for most areas of importance to the Item requirements.	Beneficial TRENDS are evident in areas of importance to the accomplishment of your organization's MISSION.	Some current PERFORMANCE LEVELS have been evaluated against relevant comparisons and/or BENCHMARKS and show areas of good relative PERFORMANCE.	Organizational PERFORMANCE RESULTS are reported for most KEY CUSTOMER/STUDENT/PATIENT/ STAKEHOLDER, market, and PROCESS requirements. PERFORMANCE PROJECTIONS for some high-priority RESULTS are reported.
70-85%	Good to excellent organizational PERFORMANCE LEVELS are reported for most areas of importance to the Item requirements.	Beneficial TRENDS have been sustained over time in most areas of importance to the accomplishment of your organization's MISSION.	Many to most TRENDS and current PERFORMANCE LEVELS have been evaluated against relevant comparisons and/or BENCHMARKS and show areas of leadership and very good relative PERFORMANCE.	Organizational PERFORMANCE RESULTS are reported for most KEY CUSTOMER/STUDENT/PATIENT/ STAKEHOLDER, market, PROCESS and ACTION PLAN requirements, and they include some projections of your future performance.
90-100%	Excellent organizational PERFORMANCE LEVELS are reported for most areas of importance to the Item requirements.	Beneficial TRENDS have been sustained over time in all areas of importance to the accomplishment of your organization's MISSION.	Evidence of industry/education sector/health care sector and BENCHMARK leadership is demonstrated in many areas.	Organizational PERFORMANCE RESULTS fully address KEY CUSTOMER/STUDENT/PATIENT/STAKEHOLDER, market, PROCESS and ACTION PLAN requirements, and they include projections of your future performance.

Results—For Use with 7.6 ONLY

0-5%	<ul style="list-style-type: none"> ▪ There are no organizational PERFORMANCE RESULTS or poor RESULTS in areas reported. ▪ Results are not reported for any areas of importance to the accomplishment of your organization's mission.
10-25%	<ul style="list-style-type: none"> ▪ A few organizational PERFORMANCE RESULTS are reported and good PERFORMANCE LEVELS in a few areas. ▪ RESULTS are reported for a few areas of importance to your organization's mission.
30-45%	<ul style="list-style-type: none"> ▪ Good PERFORMANCE LEVELS are report in many areas addressed in the Item Requirements. ▪ Early stages of developing trends in Area a.(2) are evident. ▪ RESULTS are reported for many areas of importance to your organization's mission.
50-65%	<ul style="list-style-type: none"> ▪ Good PERFORMANCE LEVELS are reported in most areas addressed in the Item Requirements. ▪ Beneficial TRENDS in Area a.(2) are evident in areas of importance to your organization's mission. ▪ Organizational PERFORMANCE RESULTS address most KEY CUSTOMER, MARKET, and PROCESS requirements.
70-85%	<ul style="list-style-type: none"> ▪ Current PERFORMANCE LEVELS are good to excellent in most areas addressed in the Item Requirements. ▪ Beneficial TRENDS have been sustained over time in Area a.(2). Current PERFORMANCE LEVELS show very good PERFORMANCE in areas of importance to your organization's KEY MISSION or business requirements. ▪ Organizational PERFORMANCE RESULTS address most KEY CUSTOMER, market, and ACTION PLAN requirements and include some projections of your future performance.
90-100%	<ul style="list-style-type: none"> ▪ Current PERFORMANCE LEVELS are excellent in most areas of importance in the Item Requirements. ▪ Beneficial TRENDS in a.(2) and/or consistently excellent PERFORMANCE LEVELS are reported in most areas. ▪ PERFORMANCE LEVELS in Area a.(2) are demonstrating industry or BENCHMARK leadership. ▪ Organizational PERFORMANCE RESULTS fully address KEY CUSTOMER, market and ACTION PLAN requirements and include PROJECTIONS of your future performance.

