**Process Scoring Guidelines (For Use with Categories 1 – 6)**

|  |  |
| --- | --- |
| **Score** | **Description** |
| **0% or 5%** | • No SYSTEMATIC APPROACH to item requirements is evident; information is ANECDOTAL. (A)• Little or no DEPLOYMENT of any SYSTEMATIC APPROACH is evident. (D)• An improvement orientation is not evident; improvement is achieved by reacting to problems. (L)• No organizational ALIGNMENT is evident; individual areas or work units operate independently. (I) |
| **10%, 15%,****20%, or 25%** | • The beginning of a SYSTEMATIC APPROACH to the BASIC REQUIREMENTS of the item is evident. (A)• 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. (D)• Early stages of a transition from reacting to problems to a general improvement orientation are evident. (L)• The APPROACH is ALIGNED with other areas or work units largely through joint problem solving. (I) |
| **30%, 35%,****40%, or 45%** | • An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the BASIC REQUIREMENTS of the item, is evident. (A)• The APPROACH is DEPLOYED, although some areas or work units are in early stages of DEPLOYMENT. (D)• The beginning of a SYSTEMATIC APPROACH to evaluation and improvement of KEY PROCESSES is evident. (L)• The APPROACH is in the early stages of ALIGNMENT with the basic organizational needs identified in response to the Organizational Profile and other process items. (I) |
| **50%, 55%,****60%, or 65%** | • An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the OVERALL REQUIREMENTS of the item, is evident. (A)• The APPROACH is well DEPLOYED, although DEPLOYMENT may vary in some areas or work units. (D)• 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. (L)• The APPROACH is ALIGNED with your overall organizational needs as identified in response to the Organizational Profile and other process items. (I) |
| **70%, 75%,****80%, or 85%** | • An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the MULTIPLE REQUIREMENTS of the item, is evident. (A)• The APPROACH is well DEPLOYED, with no significant gaps. (D)• 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. (L)• The APPROACH is INTEGRATED with your current and future organizational needs as identified in response to the Organizational Profile and other process items. (I) |
| **90%, 95%,****or 100%** | • An EFFECTIVE, SYSTEMATIC APPROACH, fully responsive to the MULTIPLE REQUIREMENTS of the item, is evident. (A)• The APPROACH is fully DEPLOYED without significant weaknesses or gaps in any areas or work units. (D)• 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. (L)• The APPROACH is well INTEGRATED with your current and future organizational needs as identified in response to the Organizational Profile and other process items. (I) |