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

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| **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) |