**Results Item Scoring Guidelines** **(For use With Category 7)**

|  |  |
| --- | --- |
| **SCORE** | **DESCRIPTION** |
| **0% or 5%** | • There are no organizational PERFORMANCE RESULTS, or the RESULTS reported are poor. (Le)  • TREND data either are not reported or show mainly adverse TRENDS. (T)  • Comparative information is not reported. (C)  • RESULTS are not reported for any areas of importance to the accomplishment of your organization’s MISSION. (I) |
| **10%, 15%,**  **20%, or 25%** | • A few organizational PERFORMANCE RESULTS are reported, responsive to the BASIC REQUIREMENTS of the item, and early good PERFORMANCE LEVELS are evident. (Le)  • Some TREND data are reported, with some adverse TRENDS evident. (T)  • Little or no comparative information is reported. (C)  • RESULTS are reported for a few areas of importance to the accomplishment of your organization’s MISSION. (I) |
| **30%, 35%,**  **40%, or 45%** | • Good organizational PERFORMANCE LEVELS are reported, responsive to the BASIC REQUIREMENTS of the item. (Le)  • Some TREND data are reported, and most of the TRENDS presented are beneficial. (T)  • Early stages of obtaining comparative information are evident. (C)  • RESULTS are reported for many areas of importance to the accomplishment of your organization’s MISSION. (I) |
| **50%, 55%,**  **60%, or 65%** | • Good organizational PERFORMANCE LEVELS are reported, responsive to the OVERALL REQUIREMENTS of the item. (Le)  • Beneficial TRENDS are evident in areas of importance to the accomplishment of your organization’s MISSION. (T)  • Some current PERFORMANCE LEVELS have been evaluated against relevant comparisons and/or BENCHMARKS and show areas of good relative PERFORMANCE. (C)  • Organizational PERFORMANCE RESULTS are reported for most KEY CUSTOMER, market, and PROCESS requirements. (I) |
| **70%, 75%,**  **80%, or 85%** | • Good-to-excellent organizational PERFORMANCE LEVELS are reported, responsive to the MULTIPLE REQUIREMENTS of the item. (Le)  • Beneficial TRENDS have been sustained over time in most areas of importance to the accomplishment of your organization’s MISSION. (T)  • 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. (C)  • Organizational PERFORMANCE RESULTS are reported for most KEY CUSTOMER, market, PROCESS, and ACTION PLAN requirements. (I) |
| **90%, 95%, or 100%** | • Excellent organizational PERFORMANCE LEVELS are reported that are fully responsive to the MULTIPLE REQUIREMENTS of the item. (Le)  • Beneficial TRENDS have been sustained over time in all areas of importance to the accomplishment of your organization’s MISSION. (T)  • Industry and BENCHMARK leadership is demonstrated in many areas. (C)  • Organizational PERFORMANCE RESULTS and PROJECTIONS are reported for most KEY CUSTOMER, market, PROCESS, and ACTION PLAN requirements. (I) |