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

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| **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) |