

Item Worksheet—Item 1.1

Key Factors

STRENGTHS (Include figure references, as appropriate)

+ / ++	Item Ref.	Relevant KF	Strength <small>(description / comment)</small>	Evidence / Rationale	A	D	L	I
	1.1n(1)							
	1.1n(2)							
	1.1n(3)							
	1.1¶(1)							
	1.1¶(2)							

OPPORTUNITIES FOR IMPROVEMENT (Include figure references, as appropriate)

- / --	Item Ref.	Relevant KF	Opportunity for Improvement <small>(description / comment)</small>	Evidence / Rationale <small>(Missing/Gap)</small>	A	D	L	I
	1.1n(1)							
	1.1n(2)							
	1.1n(3)							
	1.1¶(1)							
	1.1¶(2)							

Evaluation Factor Score Summary—Item 1.1

Factor	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
Approach	No SYSTEMATIC APPROACH to item requirements is evident; information is ANECDOTAL.	The beginning of a SYSTEMATIC APPROACH to the BASIC REQUIREMENTS of the item is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the BASIC REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the OVERALL REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the MULTIPLE REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, fully responsive to the MULTIPLE REQUIREMENTS of the item, is evident.
Deployment	Little or no DEPLOYMENT of any SYSTEMATIC APPROACH 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.	The APPROACH is DEPLOYED, although some areas or work units are in early stages of DEPLOYMENT.	The APPROACH is well DEPLOYED, although DEPLOYMENT may vary in some areas or work units.	The APPROACH is well DEPLOYED, with no significant gaps.	The APPROACH is fully DEPLOYED without significant weaknesses or gaps in any areas or work units.
Learning	An improvement orientation is not evident; improvement is achieved through reacting to problems.	Early stages of a transition from reacting to problems to a general improvement orientation are evident.	The beginning of a SYSTEMATIC APPROACH to evaluation and improvement of KEY PROCESSES is evident.	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.	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.	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.
Integration	No organizational ALIGNMENT is evident; individual areas or work units operate independently.	The APPROACH is ALIGNED with other areas or work units largely through joint problem solving.	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.	The APPROACH is ALIGNED with your overall organizational needs identified in response to the Organizational Profile and other process items.	The APPROACH is INTEGRATED with your current and future organizational needs identified in response to the Organizational Profile and other process items.	The APPROACH is well INTEGRATED with your current and future organizational needs identified in response to the Organizational Profile and other process items.

Item 1.1—Overall Score

0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
------	--------	--------	--------	--------	---------

Item 1.1 Score

%

Item Worksheet—Item 1.2

Key Factors

STRENGTHS (Include figure references, as appropriate)

+ / ++	Item Ref.	Relevant KF	Strength <small>(description / comment)</small>	Evidence / Rationale	A	D	L	I
	1.2n(1)							
	1.2n(2)							
	1.2¶(1)							
	1.2¶(2)							
	1.2Ⓜ(1)							
	1.2Ⓜ(2)							

OPPORTUNITIES FOR IMPROVEMENT (Include figure references, as appropriate)

- / --	Item Ref.	Relevant KF	Opportunity for Improvement <small>(description / comment)</small>	Evidence / Rationale <small>(Missing/Gap)</small>	A	D	L	I
	1.2n(1)							
	1.2n(2)							
	1.2¶(1)							
	1.2¶(2)							
	1.2Ⓜ(1)							
	1.2Ⓜ(2)							

Evaluation Factor Score Summary—Item 1.2

Factor	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
Approach	No SYSTEMATIC APPROACH to item requirements is evident; information is ANECDOTAL.	The beginning of a SYSTEMATIC APPROACH to the BASIC REQUIREMENTS of the item is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the BASIC REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the OVERALL REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the MULTIPLE REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, fully responsive to the MULTIPLE REQUIREMENTS of the item, is evident.
Deployment	Little or no DEPLOYMENT of any SYSTEMATIC APPROACH 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.	The APPROACH is DEPLOYED, although some areas or work units are in early stages of DEPLOYMENT.	The APPROACH is well DEPLOYED, although DEPLOYMENT may vary in some areas or work units.	The APPROACH is well DEPLOYED, with no significant gaps.	The APPROACH is fully DEPLOYED without significant weaknesses or gaps in any areas or work units.
Learning	An improvement orientation is not evident; improvement is achieved through reacting to problems.	Early stages of a transition from reacting to problems to a general improvement orientation are evident.	The beginning of a SYSTEMATIC APPROACH to evaluation and improvement of KEY PROCESSES is evident.	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.	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.	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.
Integration	No organizational ALIGNMENT is evident; individual areas or work units operate independently.	The APPROACH is ALIGNED with other areas or work units largely through joint problem solving.	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.	The APPROACH is ALIGNED with your overall organizational needs identified in response to the Organizational Profile and other process items.	The APPROACH is INTEGRATED with your current and future organizational needs identified in response to the Organizational Profile and other process items.	The APPROACH is well INTEGRATED with your current and future organizational needs identified in response to the Organizational Profile and other process items.

Item 1.2 Overall Score

0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
------	--------	--------	--------	--------	---------

Item 1.2 Score

%

Item Worksheet—Item 2.1

Key Factors

STRENGTHS (Include figure references, as appropriate)

+ / ++	Item Ref.	Relevant KF	Strength <small>(description / comment)</small>	Evidence / Rationale	A	D	L	I
	2.1n(1)							
	2.1n(2)							
	2.1n(3)							
	2.1n(4)							
	2.1¶(1)							
	2.1¶(2)							

OPPORTUNITIES FOR IMPROVEMENT (Include figure references, as appropriate)

- / --	Item Ref.	Relevant KF	Opportunity for Improvement <small>(description / comment)</small>	Evidence / Rationale <small>(Missing/Gap)</small>	A	D	L	I
	2.1n(1)							
	2.1n(2)							
	2.1n(3)							
	2.1n(4)							
	2.1¶(1)							
	2.1¶(2)							

Evaluation Factor Score Summary—Item 2.1

Factor	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
Approach	No SYSTEMATIC APPROACH to item requirements is evident; information is ANECDOTAL.	The beginning of a SYSTEMATIC APPROACH to the BASIC REQUIREMENTS of the item is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the BASIC REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the OVERALL REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the MULTIPLE REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, fully responsive to the MULTIPLE REQUIREMENTS of the item, is evident.
Deployment	Little or no DEPLOYMENT of any SYSTEMATIC APPROACH 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.	The APPROACH is DEPLOYED, although some areas or work units are in early stages of DEPLOYMENT.	The APPROACH is well DEPLOYED, although DEPLOYMENT may vary in some areas or work units.	The APPROACH is well DEPLOYED, with no significant gaps.	The APPROACH is fully DEPLOYED without significant weaknesses or gaps in any areas or work units.
Learning	An improvement orientation is not evident; improvement is achieved through reacting to problems.	Early stages of a transition from reacting to problems to a general improvement orientation are evident.	The beginning of a SYSTEMATIC APPROACH to evaluation and improvement of KEY PROCESSES is evident.	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.	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.	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.
Integration	No organizational ALIGNMENT is evident; individual areas or work units operate independently.	The APPROACH is ALIGNED with other areas or work units largely through joint problem solving.	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.	The APPROACH is ALIGNED with your overall organizational needs identified in response to the Organizational Profile and other process items.	The APPROACH is INTEGRATED with your current and future organizational needs identified in response to the Organizational Profile and other process items.	The APPROACH is well INTEGRATED with your current and future organizational needs identified in response to the Organizational Profile and other process items.

Item 2.1 Overall Score

0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
------	--------	--------	--------	--------	---------

Item 2.1 Score

%

Item Worksheet—Item 2.2

Key Factors

STRENGTHS (Include figure references, as appropriate)

+ / ++	Item Ref.	Relevant KF	Strength <small>(description / comment)</small>	Evidence / Rationale	A	D	L	I
	2.2n(1)							
	2.2n(2)							
	2.2n(3)							
	2.2n(4)							
	2.2n(5)							
	2.2n(6)							
	2.2¶							

OPPORTUNITIES FOR IMPROVEMENT (Include figure references, as appropriate)

- / --	Item Ref.	Relevant KF	Opportunity for Improvement <small>(description / comment)</small>	Evidence / Rationale <small>(Missing/Gap)</small>	A	D	L	I
	2.2n(1)							
	2.2n(2)							
	2.2n(3)							
	2.2n(4)							
	2.2n(5)							
	2.2n(6)							
	2.2¶							

Evaluation Factor Score Summary—Item 2.2

Factor	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
Approach	No SYSTEMATIC APPROACH to item requirements is evident; information is ANECDOTAL.	The beginning of a SYSTEMATIC APPROACH to the BASIC REQUIREMENTS of the item is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the BASIC REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the OVERALL REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the MULTIPLE REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, fully responsive to the MULTIPLE REQUIREMENTS of the item, is evident.
Deployment	Little or no DEPLOYMENT of any SYSTEMATIC APPROACH 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.	The APPROACH is DEPLOYED, although some areas or work units are in early stages of DEPLOYMENT.	The APPROACH is well DEPLOYED, although DEPLOYMENT may vary in some areas or work units.	The APPROACH is well DEPLOYED, with no significant gaps.	The APPROACH is fully DEPLOYED without significant weaknesses or gaps in any areas or work units.
Learning	An improvement orientation is not evident; improvement is achieved through reacting to problems.	Early stages of a transition from reacting to problems to a general improvement orientation are evident.	The beginning of a SYSTEMATIC APPROACH to evaluation and improvement of KEY PROCESSES is evident.	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.	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.	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.
Integration	No organizational ALIGNMENT is evident; individual areas or work units operate independently.	The APPROACH is ALIGNED with other areas or work units largely through joint problem solving.	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.	The APPROACH is ALIGNED with your overall organizational needs identified in response to the Organizational Profile and other process items.	The APPROACH is INTEGRATED with your current and future organizational needs identified in response to the Organizational Profile and other process items.	The APPROACH is well INTEGRATED with your current and future organizational needs identified in response to the Organizational Profile and other process items.

Item 2.2 Overall Score

0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
------	--------	--------	--------	--------	---------

Item 2.2 Score

%

Item Worksheet—Item 5.1

Key Factors

STRENGTHS (Include figure references, as appropriate)

+ / ++	Item Ref.	Relevant KF	Strength <small>(description / comment)</small>	Evidence / Rationale	A	D	L	I
	5.1n(1)							
	5.1n(2)							
	5.1n(3)							
	5.1n(4)							
	5.1¶(1)							
	5.1¶(2)							

OPPORTUNITIES FOR IMPROVEMENT (Include figure references, as appropriate)

- / --	Item Ref.	Relevant KF	Opportunity for Improvement <small>(description / comment)</small>	Evidence / Rationale <small>(Missing/Gap)</small>	A	D	L	I
	5.1n(1)							
	5.1n(2)							
	5.1n(3)							
	5.1n(4)							
	5.1¶(1)							
	5.1¶(2)							

Evaluation Factor Score Summary—Item 5.1

Factor	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
Approach	No SYSTEMATIC APPROACH to item requirements is evident; information is ANECDOTAL.	The beginning of a SYSTEMATIC APPROACH to the BASIC REQUIREMENTS of the item is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the BASIC REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the OVERALL REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the MULTIPLE REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, fully responsive to the MULTIPLE REQUIREMENTS of the item, is evident.
Deployment	Little or no DEPLOYMENT of any SYSTEMATIC APPROACH 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.	The APPROACH is DEPLOYED, although some areas or work units are in early stages of DEPLOYMENT.	The APPROACH is well DEPLOYED, although DEPLOYMENT may vary in some areas or work units.	The APPROACH is well DEPLOYED, with no significant gaps.	The APPROACH is fully DEPLOYED without significant weaknesses or gaps in any areas or work units.
Learning	An improvement orientation is not evident; improvement is achieved through reacting to problems.	Early stages of a transition from reacting to problems to a general improvement orientation are evident.	The beginning of a SYSTEMATIC APPROACH to evaluation and improvement of KEY PROCESSES is evident.	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.	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.	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.
Integration	No organizational ALIGNMENT is evident; individual areas or work units operate independently.	The APPROACH is ALIGNED with other areas or work units largely through joint problem solving.	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.	The APPROACH is ALIGNED with your overall organizational needs identified in response to the Organizational Profile and other process items.	The APPROACH is INTEGRATED with your current and future organizational needs identified in response to the Organizational Profile and other process items.	The APPROACH is well INTEGRATED with your current and future organizational needs identified in response to the Organizational Profile and other process items.

Item 5.1 Overall Score

0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
------	--------	--------	--------	--------	---------

Item 5.1 Score

%

Item Worksheet—Item 5.2

Key Factors

STRENGTHS (Include figure references, as appropriate)

+ / ++	Item Ref.	Relevant KF	Strength <small>(description / comment)</small>	Evidence / Rationale	A	D	L	I
	5.2n(1)							
	5.2n(2)							
	5.2n(3)							
	5.2n(1)							
	5.2n(2)							
	5.2n(1)							
	5.2n(2)							
	5.2n(3)							

OPPORTUNITIES FOR IMPROVEMENT (Include figure references, as appropriate)

- / --	Item Ref.	Relevant KF	Opportunity for Improvement <small>(description / comment)</small>	Evidence / Rationale <small>(Missing/Gap)</small>	A	D	L	I
	5.2n(1)							
	5.2n(2)							
	5.2n(3)							
	5.2n(1)							
	5.2n(2)							
	5.2n(1)							

-/--	Item Ref.	Relevant KF	Opportunity for Improvement (description / comment)	Evidence / Rationale (Missing/Gap)	A	D	L	I
	5.2A(2)							
	5.2A(3)							

Evaluation Factor Score Summary—Item 5.2

Factor	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
Approach	No SYSTEMATIC APPROACH to item requirements is evident; information is ANECDOTAL.	The beginning of a SYSTEMATIC APPROACH to the BASIC REQUIREMENTS of the item is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the BASIC REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the OVERALL REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the MULTIPLE REQUIREMENTS of the item, is evident.	An EFFECTIVE, SYSTEMATIC APPROACH, fully responsive to the MULTIPLE REQUIREMENTS of the item, is evident.
Deployment	Little or no DEPLOYMENT of any SYSTEMATIC APPROACH 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.	The APPROACH is DEPLOYED, although some areas or work units are in early stages of DEPLOYMENT.	The APPROACH is well DEPLOYED, although DEPLOYMENT may vary in some areas or work units.	The APPROACH is well DEPLOYED, with no significant gaps.	The APPROACH is fully DEPLOYED without significant weaknesses or gaps in any areas or work units.
Learning	An improvement orientation is not evident; improvement is achieved through reacting to problems.	Early stages of a transition from reacting to problems to a general improvement orientation are evident.	The beginning of a SYSTEMATIC APPROACH to evaluation and improvement of KEY PROCESSES is evident.	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.	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.	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.
Integration	No organizational ALIGNMENT is evident; individual areas or work units operate independently.	The APPROACH is ALIGNED with other areas or work units largely through joint problem solving.	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.	The APPROACH is ALIGNED with your overall organizational needs identified in response to the Organizational Profile and other process items.	The APPROACH is INTEGRATED with your current and future organizational needs identified in response to the Organizational Profile and other process items.	The APPROACH is well INTEGRATED with your current and future organizational needs identified in response to the Organizational Profile and other process items.

Item 5.2 Overall Score

0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
------	--------	--------	--------	--------	---------

Item 5.2 Score %

