

Item 7.5: Organizational Effectiveness Outcomes (70 pts.)

Process

What are your organizational effectiveness results?

Summarize your organization's **KEY** operational **PERFORMANCE RESULTS** that contribute to the improvement of organizational **EFFECTIVENESS**.

SEGMENT your **RESULTS** by product and service types and groups and by market **SEGMENTS**, as appropriate.

Include appropriate **COMPARATIVE** data.

Provide data and information to answer the following questions:

7.5a. Organizational Effectiveness Results

- (1) What are your current **LEVELS** and **TRENDS** in **KEY MEASURES** or **INDICATORS** of the operational **PERFORMANCE** of your **KEY VALUE CREATION PROCESSES**?
Include **PRODUCTIVITY**, **CYCLE TIME**, supplier and **PARTNER PERFORMANCE**, and other appropriate **MEASURES** of **EFFECTIVENESS** and efficiency.
- (2) What are your current **LEVELS** and **TRENDS** in **KEY MEASURES** or **INDICATORS** of the operational **PERFORMANCE** of your other **KEY** [support] **PROCESSES**?
Include **PRODUCTIVITY**, **CYCLE TIME**, supplier and **PARTNER PERFORMANCE**, and other appropriate **MEASURES** of **EFFECTIVENESS** and efficiency.

Notes:

N1. RESULTS reported in **Item 7.5** should address your **KEY** operational requirements as presented in the **Organizational Profile** and in Items **Item 6.1** and **Item 6.2**. Include **RESULTS** not reported in **Item 7.1**, **Item 7.2**, **Item 7.3**, or **Item 7.4**.

N2. RESULTS reported in **Item 7.5** should provide **KEY** information for **ANALYSIS** and review of your organizational **PERFORMANCE** (**Item 4.1**) and should provide the operational basis for product and service outcomes (**Item 7.1**), **CUSTOMER**-focused **outcomes** (**Item 7.2**), and financial and market **outcomes** (**Item 7.3**).

For additional description of this Item, see [7.5 Organizational Effectiveness Results Description](#).

2006 Criteria Items: [1.1](#) - [1.2](#) - [2.1](#) - [2.2](#) - [3.1](#) - [3.2](#) - [4.1](#) - [4.2](#) - [5.1](#) - [5.2](#) - [5.3](#) - [6.1](#) - [6.2](#) - [7.1](#) - [7.2](#) - [7.3](#) - [7.4](#) - [7.5](#) - [7.6](#) - [P.1](#) - [P.2](#) - [Criteria Home](#)

Key: [CAPS](#) link to [GLOSSARY](#) terms; [Red](#) words link [CORE VALUES](#); [Yellow](#) identifies new 2006 words; [Best Practices](#); [Application Information Capture Templates](#)