

Item 7.5: Process Effectiveness Outcomes (70 pts.)

Results

What are your process effectiveness results?

Summarize your organization's KEY operational PERFORMANCE RESULTS that contribute to the improvement of organizational EFFECTIVENESS, including your organization's readiness for emergencies.

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

Include appropriate COMPARATIVE data.

Provide data and information to answer the following questions:

7.5a. PROCESS EFFECTIVENESS RESULTS

- (1) What are your current LEVELS and TRENDS in KEY MEASURES or INDICATORS of the operational PERFORMANCE of your WORK SYSTEMS, including WORK SYSTEM and workplace preparedness for disasters or emergencies?
- (2) What are your current LEVELS and TRENDS in KEY MEASURES or INDICATORS of the operational PERFORMANCE of your KEY work PROCESSES, including PRODUCTIVITY, CYCLE TIME, and other appropriate MEASURES of PROCESS EFFECTIVENESS, efficiency, and INNOVATION?

Notes:

N1. RESULTS reported in **Item 7.5** should address your KEY operational requirements as presented in the Organizational Profile and in **Items 6.1** and **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**).

N3. Appropriate MEASURES and INDICATORS of WORK SYSTEM PERFORMANCE (**7.5a[1]**) might include audit, just-in-time delivery, and acceptance RESULTS for externally provided products, services, and PROCESSES; supplier and PARTNER PERFORMANCE; product, service, and WORK SYSTEM INNOVATION rates and RESULTS; simplification of internal jobs and job classifications; work layout improvements; changing supervisory ratios; response times for emergency drills or exercises; and RESULTS for work relocation or contingency exercises.

For additional description of this Item, see *7.5 Process Effectiveness Results Description*.

2007 Criteria Item Links: [1.1](#) - [1.2](#) - [2.1](#) - [2.2](#) - [3.1](#) - [3.2](#) - [4.1](#) - [4.2](#) - [5.1](#) - [5.2](#) - [6.1](#) - [6.2](#) - [7.1](#) - [7.2](#) - [7.3](#) - [7.4](#) - [7.5](#) - [7.6](#) - [P.1](#) - [P.2](#)

Blue Words above are hyperlinks. Yellow highlight identifies words that are newly added to the 2007 Business and Nonprofit Criteria.

Baldrige Best Practice Processes and Application Information Capture Templates will be added here soon. Hyperlinks are also being updated. Check back.

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