

Baldrige Glossary HD: Key Factor

(Blue words below link to definitions, detailed descriptions, examples, core values, [Baldrige Best Practices](#), [Baldrige Application Response Templates](#), or examples)

Key Factors (Key Business Factors)

Definition:

Key Factors are significant attributes of an organization that influence the way the organization operates. Examiners will use **key factors** to focus their assessment on what is important to the applicant.

Customers:

Examiners use **key factors** to

- provide more accurate and meaningful feedback to the applicant
- understand the [Criteria areas](#) of greatest [importance](#) to the applicant
 - begin to understand the key points to investigate during the consensus and site visit stages of the Award process

Judges use **key factors** to

- quickly acquaint themselves with the applicant
- focus on what is most [important](#)

Examples:

- [Mission, vision, and values](#)
- [Employee/staff](#) profile
- [Customer](#) and market [segments](#) and [customer](#) requirements
- Competitive position and critical success factors
- [Strategic challenges](#)
- [Governance](#) structure

*These are all **key factors** because they are facts or attributes that affect the way the organization operates.*

Non-Examples:

- [Performance improvement process](#)
- [Strategic planning approach](#)

*These are not **key factors**, rather they are [processes](#) that the applicant uses in managing its work.*

See also:

[How to Identify Key Factors \(Instructions\)](#)

[Key Factors Worksheet](#)

Special Offers

- 1) **EasyApp Application Development Software** ([demo](#)) --- if you are finishing your application or just starting, **EasyApp 2006** is precisely what you need
- 2) **Excellence Enabler Software** ([visit link](#)) -- designed for organizations that are looking beyond assessment to achieving unsurpassed levels of excellence
- 3) **2007 Baldrige Criteira** ([order free now](#)); **2006 Baldrige Actionable Criteria** ([download free copy](#)) --- more than 1,000 downloads per day attests to its value
- 4) **Baldrige Application Response Templates** ([download free files](#)) -- write a more valid and more totally integrated application using 50+ proven templates.

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