

Baldrige Glossary HD: How

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

How

The term “*how*” refers to the [processes](#) that an organization uses to accomplish its [mission](#) requirements. In responding to “*how*” questions in the [Process Item requirements](#), [process](#) descriptions should include information such as [approach](#) (methods and [measures](#)), [deployment](#), [learning](#), and [integration](#) factors.

See also



[Process \("How"\) Evaluation](#)

The term “*how*” appears in the [Baldrige Criteria](#) in the following locations:

Organizational Profile P.0: Environment, Relationships, and Challenges

Item P.2: Organizational Challenges

Area P.2c: Performance Improvement System

Category 1: Leadership

Item 1.1: Senior Leadership

Area 1.1a: Vision and Values

Area 1.1b: Communication and Organizational Performance

Item 1.2: Governance and Social Responsibilities

Area 1.2a: Organizational Governance

Area 1.2b: Legal and Ethical Behavior

Area 1.2c: Support of Key Communities

Category 2: Strategic Planning

Item 2.1: Strategy Development

Area 2.1a: Strategy Development Process

Area 2.1b: Strategic Objectives

Item 2.2: Strategy Deployment

Area 2.2a: Action Plan Development and Deployment

Area 2.2b: Performance Projection

Category 3: Customer & Market Knowledge

Item 3.1: Customer and Market Knowledge

Area 3.1a: Customer and Market Knowledge

Item 3.2: Customer Relationships and Satisfaction

Area 3.2a: Customer Relationship Building

Area 3.2b: Customer Satisfaction Determination

Category 4: Measurement, Analysis, and Knowledge Management

Item 4.1: Measurement, Analysis, Review of Organizational Performance

[Area 4.1a: Performance Measurement](#)

[Area 4.1b: Performance Analysis and Review](#)

Item 4.2: Information and Knowledge Management

[Area 4.2a: Data and Information Availability](#)

[Area 4.2b: Organizational Knowledge Management](#)

[Area 4.2c: Data, Information, and Knowledge Quality](#)

Category 5: Human Resource Focus

Item 5.1: Work Systems

[Area 5.1a: Organization and Management of Work](#)

[Area 5.1b: Employee Performance Management System](#)

[Area 5.1c: Hiring and Career Progression](#)

Item 5.2: Employee Learning and Motivation

[Area 5.2a: Employee Education, Training, Development](#)

[Area 5.2b: Motivation and Career Development](#)

Item 5.3: Employee Well-Being, Satisfaction

[Area 5.3a: Work Environment](#)

[Area 5.3b: Employee Support and Satisfaction](#)

Category 6: Process Management

Item 6.1: Value Creation Processes

[Area 6.1a: Value Creation Processes](#)

Item 6.2: Support Processes, Operational Planning

[Area 6.2a: Support Processes](#)

[Area 6.2b: Operational Planning](#)

Category 7: Results

Item 7.1: Product and Service Outcomes

Item 7.2: Customer-Focused Outcomes

Observation: Approximately 80% of the [Criteria questions](#) in [Categories 1-7](#) start with the word "*How*".

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.

Proprietary [Total Quality Inc](#) ©2005 All rights reserved. No third party individuals or organizations are authorized to use content taken from this website. The information on this site is based on Baldrige information and/or experience, however the www.quality.nist.gov website should always be your primary Baldrige source. The information and views expressed on this site should not be viewed as endorsed by the Baldrige National Quality Program.