

SCORE	Baldrige PROCESS Scoring Guidelines (BUSINESS and NONPROFIT Actionable Version)
0% or 5%	<ul style="list-style-type: none"> ▪ No SYSTEMATIC APPROACH to Item requirements is evident; information is ANECDOTAL. (A) ▪ Little or no DEPLOYMENT of any SYSTEMATIC APPROACH is evident. (D) ▪ An improvement orientation is not evident; improvement is achieved through reacting to problems. (L) ▪ No organizational ALIGNMENT is evident; individual areas or work units operate independently. (I)
10%, 15%, 20%, or 25%	<ul style="list-style-type: none"> ▪ The beginning of a SYSTEMATIC APPROACH to the BASIC REQUIREMENTS of the Item is evident. (A) ▪ 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. (D) ▪ Early stages of a transition from reacting to problems to a general improvement orientation are evident. (L) ▪ The APPROACH is ALIGNED with other areas or work units largely through joint problem solving. (I)
30%, 35%, 40%, or 45%	<ul style="list-style-type: none"> ▪ An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the BASIC REQUIREMENTS of the Item, is evident. (A) ▪ The APPROACH is DEPLOYED, although some areas or work units are in early stages of DEPLOYMENT. (D) ▪ The beginning of a SYSTEMATIC APPROACH to evaluation and improvement of KEY PROCESSES is evident. (L) ▪ 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. (I)
50%, 55%, 60%, or 65%	<ul style="list-style-type: none"> ▪ An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the OVERALL REQUIREMENTS of the Item, is evident. (A) ▪ The APPROACH is well DEPLOYED, although DEPLOYMENT may vary in some areas or work units. (D) ▪ A fact-based, SYSTEMATIC evaluation and improvement PROCESS and some organizational LEARNING are in place for improving the efficiency and EFFECTIVENESS of KEY PROCESSES. (L) ▪ The APPROACH is ALIGNED with your organizational needs identified in response to the Organizational Profile and other Process Items. (I)
70%, 75%, 80%, or 85%	<ul style="list-style-type: none"> ▪ An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the MULTIPLE REQUIREMENTS of the Item, is evident. (A) ▪ The APPROACH is well DEPLOYED, with no significant gaps. (D) ▪ Fact-based, SYSTEMATIC evaluation and improvement and organizational LEARNING are KEY management tools; there is clear evidence of refinement and INNOVATION as a result of organizational-level ANALYSIS and sharing. (L) ▪ The APPROACH is INTEGRATED with your organizational needs identified in response to the Organizational Profile and other Process Items. (I)
90%, 95%, or 100%	<ul style="list-style-type: none"> ▪ An EFFECTIVE, SYSTEMATIC APPROACH, fully responsive to the MULTIPLE REQUIREMENTS of the Item, is evident. (A) ▪ The APPROACH is fully DEPLOYED without significant weaknesses or gaps in any areas or work units. (D) ▪ Fact-based, SYSTEMATIC evaluation and improvement and organizational LEARNING are KEY organization-wide tools; refinement and INNOVATION, backed by ANALYSIS and sharing, are evident throughout the organization. (L) ▪ The APPROACH is well INTEGRATED with your organizational needs identified in response to the Organizational Profile and other Process Items. (I)

Note: Click on a CAPITALIZED word or letter to go to its definition in the [ACTIONABLE](#) version of the Baldrige Business & Nonprofit Scoring Guidelines. Although the words are the same, it should not be viewed as endorsed by NIST