

| SCORE | Baldrige RESULTS Scoring Guidelines (BUSINESS and NONPROFIT Actionable Version) |
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| 0% or 5% | <ul style="list-style-type: none"> ▪ There are no organizational PERFORMANCE RESULTS or poor RESULTS in areas reported. ▪ TREND data either are not reported or show mainly adverse TRENDS. ▪ Comparative information is not reported. ▪ RESULTS are not reported for any areas of importance to your organization's KEY MISSION or business requirements. |
| 10%, 15%, 20%, or 25% | <ul style="list-style-type: none"> ▪ A few organizational PERFORMANCE RESULTS are reported; there are some improvements and/or early good PERFORMANCE LEVELS in a few areas. ▪ Little or no TREND data are reported, or many of the TRENDS shown are adverse. ▪ Little or no comparative information is reported. ▪ RESULTS are reported for a few areas of importance to your organization's KEY MISSION or business requirements. |
| 30%, 35%, 40%, or 45% | <ul style="list-style-type: none"> ▪ Improvements and/or good PERFORMANCE LEVELS are reported in many areas addressed in the Item requirements. ▪ Early stages of developing TRENDS are evident. ▪ Early stages of obtaining comparative information are evident. ▪ RESULTS are reported for many areas of importance to your organization's KEY MISSION or business requirements. |
| 50%, 55%, 60%, or 65% | <ul style="list-style-type: none"> ▪ Improvement TRENDS and/or good PERFORMANCE LEVELS are reported for most areas addressed in Item requirements. ▪ No pattern of adverse TRENDS and no poor PERFORMANCE LEVELS are evident in areas of importance to your organization's KEY MISSION or business requirements. ▪ Some TRENDS and/or current PERFORMANCE LEVELS—evaluated against relevant comparisons and/or BENCHMARKS—show areas of good to very good relative PERFORMANCE. ▪ Organizational PERFORMANCE RESULTS address most KEY CUSTOMER, market, and PROCESS requirements. |
| 70%, 75%, 80%, or 85% | <ul style="list-style-type: none"> ▪ Current PERFORMANCE LEVELS are good to excellent in most areas of importance to the Item requirements. ▪ Most improvement TRENDS and/or current PERFORMANCE LEVELS have been sustained over time. ▪ Many to most reported TRENDS and/or current PERFORMANCE LEVELS—evaluated against relevant comparisons and/or BENCHMARKS—show areas of leadership and very good relative PERFORMANCE. ▪ Organizational PERFORMANCE RESULTS address most KEY CUSTOMER, market, PROCESS, and ACTION PLAN requirements. |
| 90%, 95%, or 100% | <ul style="list-style-type: none"> ▪ Current PERFORMANCE LEVELS are excellent in most areas of importance to the Item requirements. ▪ Excellent improvement TRENDS and/or consistently excellent PERFORMANCE LEVELS are reported in most areas. ▪ Evidence of industry and BENCHMARK leadership is demonstrated in many areas. ▪ Organizational PERFORMANCE RESULTS fully address KEY CUSTOMER, market, PROCESS, and ACTION PLAN requirements. |

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