

Figure 2.2b-_: Key Short- and Long-Term Performance Projections

Organization	Key Performance Measures	Past Performance			Projections						Related Results (Figures)	Strategic Action Plans Supported	
		Year											
		2002	2003	2005	2006	2007	2008	2009	2010				
<u>Product/Service Delivered Quality</u>													
Your Organization	<u>Customer Satisfaction Index</u>	42	53	64	75	86	92	94	96	Fig. 7.1a- _	<u>C, G</u>		
<u>Competitor A</u>		50	60	70	80	90	95	97	98				
<u>Competitor B</u>		70	74	78	82	86	90	92	94				
<u>Benchmark</u>		89	90	91	93	95	96	98	99				
<u>Goals</u>		42	52	62	75	85	90	95	98				
<u>Customer Satisfaction</u>													
Your Organization													
<u>Competitor A</u>													
<u>Competitor B</u>													
<u>Benchmark</u>													
<u>Goals</u>													
<u>Process and Operational Performance</u>													
Your Organization													
<u>Competitor A</u>													
<u>Competitor B</u>													
<u>Benchmark</u>													
<u>Goals</u>													
<u>Cost Performance</u>													
Your Organization													
<u>Competitor A</u>													
<u>Competitor B</u>													
<u>Benchmark</u>													
<u>Goals</u>													

Replace exemplary information with information representative of your organization. [Blue](#) underlined words link to [other Templates](#), Results Charts, and [Best Practices](#).

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