

Figure 6.2a-_: Key Support Processes and Requirements

Key Support Processes						Key Support Processes Performance Measures (I = In-Process Measures O = Outcome Measures)	2006 Support Processes Performance Requirements	Strategic Objectives Supported	Action Plan Supported	Related Results	
Knowledge Management	Purchasing	Finance and Accounting	Facilities Management	Human Resources	Legal						
<u>Facilities</u>											
			X			I/O	<u>Facilities</u> Up-Time	99.0%	C	B	Fig. 7.5- _
<u>Cycle Time</u>											
	X					O	Time to Issue a Purchase Order				
				X			Time to hire				
<u>Audits</u>											
		X				I/O	<u>Accuracy of Data and Information</u>				
					X		Percent Non-Compliance				
<u>Knowledge Assets</u>											
X						O	<u>% Knowledge Assets Effectively Shared</u>				
<u>Supplier Performance</u>											
	X					I/O	<u>Supplier</u> On-time Delivery				
	X					O	<u>Supplier</u> Responsiveness				

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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