

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

Organization	<u>Key Performance Measures</u>	Past Performance		<u>Projections</u>						Related Results (Figures)	<u>Strategic Action Plans Supported</u>
		Year									
		2002	2003	2005	2006	2007	2008	2009	2010		
<u>Service Delivered Quality</u>											
Your Organization	<u>Patient, Other 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>Patient and/or Other 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>Budget 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.

Order a complete set of 'application ready in MS Word' Baldrige Application Response Templates