

Figure 6.2a-_: Key Business and Other Support Processes and Requirements

Key Business and Other 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
<u>Knowledge Management</u>	<u>Purchasing</u>	<u>Finance and Accounting</u>	<u>Facilities Management</u>	<u>Human Resources</u>	<u>Legal</u>					
<u>Facilities</u>										
			X			I/O	<u>Facilities Up-Time</u>	99.0%	<u>C</u>	<u>B</u> 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 and Group Purchasing Performance</u>										
	X					I/O	<u>Supplier and Group Purchaser On-time Delivery</u>			
	X					O	<u>Supplier and Group Purchaser Responsiveness</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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