

Baldrige Strategic Planning Performance Metrics Sample

(Subset of [Item 7.6 – Leadership and Social Responsibility Outcomes](#))

The sample of performance effectiveness metrics presented below come from hundreds assessments of organizations using the [Baldrige Criteria](#) worldwide. These metrics have one or more of the following attributes:

- They were used by one or more Baldrige winners.
- They are commonly used by excellent organizations—where excellent is defined as those organizations scoring 600 and above.

Instructions:

1. The following list of Baldrige Performance Metrics should be viewed as a menu of metrics that you should review and select those that are appropriate for effectively managing your organization.
2. The metrics presented are presented in a generic form. This means that you need to think in terms of the version of the metric which you would use internally in your organization when you determine the value using them for your organization's progress evaluation.
3. You should not view these metrics as the only ones to use for obtaining a Baldrige assessment. They are the commonly used ones you see when you do many assessments but they are not the total of all metrics used by excellent organizations that use the [Baldrige Criteria](#).
4. You should include all other existing metrics which are important in successfully managing your organization in addition to the ones you select from the ones provided in this document.

Notes:

Some business metrics can be common across industries (e.g., leadership effectiveness, training effectiveness). Comparing your organization to organizations external to your organization and external to your industry can lead to a higher assessment score.

'Effectiveness-type' performance results are preferred in place of 'activity-type' performance results when available.

Baldrige Strategic Planning Performance Metrics

Item 7.6 Leadership and Social Responsibility **Outcomes** (70 points)

7.6a(1) Leadership and Social Responsibility Results

1. Strategy effectiveness measures
2. Strategic objectives achievement
3. Strategic objectives goals attainment/fulfillment
4. Strategic objectives progress
5. Strategic action plan fulfillment
6. Strategic action plan progress
7. Strategic action plan effectiveness
8. Accuracy of strategic projections
9. Accuracy of strategic assumptions
10. Organizational goals and targets
11. Percent acceptance of process responsibilities by process responsible areas
12. Employee satisfaction/motivation resulting from a strategic action
13. Customer satisfaction/loyalty resulting from a strategic action
14. Internal user perception of timeliness of strategic objectives/action plans
15. Internal user perception of clarity of strategic direction
16. Internal user perception of action plans being stated in a format conducive for action
17. The accumulated performance of performance measures related to the strategic action plans
18. Internal user perception of strategy effectiveness
19. Governing Body/Board of Directors' perception of strategy appropriateness and effectiveness
20. Shareholders' perception of strategy appropriateness and effectiveness
21. Validity of strengths, weaknesses, opportunities, and threats (SWOT) analysis
22. Innovativeness of strategies
23. Success versus competitors
24. Planning process objectives supported by benchmarks/comparisons
25. Market/business intelligence accuracy
26. Short- and long-term strategy duration appropriateness

Note: There are five Sub-areas to Item 7.6, Area a. Only one Sub-Area is shown above.

Note: The metrics information is intentionally incomplete in this sample

The Business Metrics group contains approximately 1,000 performance metrics for your organization to compare its existing performance metrics to.

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