

Resource - Scoring Matrix & Band Descriptors - SQA

SCORING GUIDELINES

For Use With Categories 1–6

SCORE	PROCESS
0% or 5%	<ul style="list-style-type: none"> ▪ No SYSTEMATIC APPROACH is evident; information is ANECDOTAL. (A) ▪ Little or no DEPLOYMENT of an APPROACH is evident. (D) ▪ An improvement orientation is not evident; improvement is achieved through reacting to problems. (L) ▪ No organizational ALIGNMENT is evident; individual areas or work units operate independently. (I)
10%, 15%, 20%, or 25%	<ul style="list-style-type: none"> ▪ The beginning of a SYSTEMATIC APPROACH to the BASIC REQUIREMENTS of the Item is evident. (A) ▪ The APPROACH is in the early stages of DEPLOYMENT in most areas or work units, inhibiting progress in achieving the BASIC REQUIREMENTS of the Item. (D) ▪ Early stages of a transition from reacting to problems to a general improvement orientation are evident. (L) ▪ The APPROACH is ALIGNED with other areas or work units largely through joint problem solving. (I)
30%, 35%, 40%, or 45%	<ul style="list-style-type: none"> ▪ An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the BASIC REQUIREMENTS of the Item, is evident. (A) ▪ The APPROACH is DEPLOYED, although some areas or work units are in early stages of DEPLOYMENT. (D) ▪ The beginning of a SYSTEMATIC APPROACH to evaluation and improvement of KEY PROCESSES is evident. (L) ▪ The APPROACH is in early stages of ALIGNMENT with your basic organizational needs identified in response to the other Criteria Categories. (I)
50%, 55%, 60%, or 65%	<ul style="list-style-type: none"> ▪ An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the OVERALL REQUIREMENTS of the Item, is evident. (A) ▪ The APPROACH is well DEPLOYED, although DEPLOYMENT may vary in some areas or work units. (D) ▪ A fact-based, SYSTEMATIC evaluation and improvement PROCESS and some organizational LEARNING are in place for improving the efficiency and effectiveness of KEY PROCESSES. (L) ▪ The APPROACH is ALIGNED with your organizational needs identified in response to the other Criteria Categories. (I)
70%, 75%, 80%, or 85%	<ul style="list-style-type: none"> ▪ An EFFECTIVE, SYSTEMATIC APPROACH, responsive to the MULTIPLE REQUIREMENTS of the Item, is evident. (A) ▪ The APPROACH is well DEPLOYED, with no significant gaps. (D) ▪ Fact-based, SYSTEMATIC evaluation and improvement and organizational LEARNING are KEY management tools; there is clear evidence of refinement and INNOVATION as a result of organizational-level ANALYSIS and sharing. (L) ▪ The APPROACH is INTEGRATED with your organizational needs identified in response to the other Criteria Items. (I)
90%, 95%, or 100%	<ul style="list-style-type: none"> ▪ An EFFECTIVE, SYSTEMATIC APPROACH, fully responsive to the MULTIPLE REQUIREMENTS of the Item, is evident. (A) ▪ The APPROACH is fully DEPLOYED without significant weaknesses or gaps in any areas or work units. (D) ▪ Fact-based, SYSTEMATIC evaluation and improvement and organizational LEARNING are KEY organization-wide tools; refinement and INNOVATION, backed by ANALYSIS and sharing, are evident throughout the organization. (L) ▪ The APPROACH is well INTEGRATED with your organizational needs identified in response to the other Criteria Items. (I)

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SCORING GUIDELINES

For Use With Category 7

SCORE	RESULTS
0% or 5%	<ul style="list-style-type: none"> ▪ There are no organizational RESULTS or poor RESULTS in areas reported. ▪ TREND data are either not reported or show mainly adverse TRENDS. ▪ Comparative information is not reported. ▪ RESULTS are not reported for any areas of importance to your organization's KEY organizational requirements.
10%, 15%, 20%, or 25%	<ul style="list-style-type: none"> ▪ A few organizational RESULTS are reported; there are some improvements and/or early good PERFORMANCE LEVELS in a few areas. ▪ Little or no TREND data are reported. ▪ Little or no comparative information is reported. ▪ RESULTS are reported for a few areas of importance to your organization's KEY organizational requirements.
30%, 35%, 40%, or 45%	<ul style="list-style-type: none"> ▪ Improvements and/or good PERFORMANCE LEVELS are reported in many areas addressed in the Item requirements. ▪ Early stages of developing TRENDS are evident. ▪ Early stages of obtaining comparative information are evident. ▪ RESULTS are reported for many areas of importance to your organization's KEY organizational requirements.
50%, 55%, 60%, or 65%	<ul style="list-style-type: none"> ▪ Improvement TRENDS and/or good PERFORMANCE LEVELS are reported for most areas addressed in the Item requirements. ▪ No pattern of adverse TRENDS and no poor PERFORMANCE LEVELS are evident in areas of importance to your organization's KEY organizational requirements. ▪ Some TRENDS and/or current PERFORMANCE LEVELS—evaluated against relevant comparisons and/or BENCHMARKS—show areas of good to very good relative PERFORMANCE. ▪ Organizational RESULTS address most KEY CUSTOMER, market, and PROCESS requirements.
70%, 75%, 80%, or 85%	<ul style="list-style-type: none"> ▪ Current PERFORMANCE is good to excellent in most areas of importance to the Item requirements. ▪ Most improvement TRENDS and/or current PERFORMANCE LEVELS are sustained. ▪ Many to most reported TRENDS and/or current PERFORMANCE LEVELS—evaluated against relevant comparisons and/or BENCHMARKS—show areas of leadership and very good relative PERFORMANCE. ▪ Organizational RESULTS address most KEY CUSTOMER, market, PROCESS, and ACTION PLAN requirements.
90%, 95%, or 100%	<ul style="list-style-type: none"> ▪ Current PERFORMANCE is excellent in most areas of importance to the Item requirements. ▪ Excellent improvement TRENDS and/or sustained excellent PERFORMANCE LEVELS are reported in most areas. ▪ Evidence of industry and BENCHMARK leadership is demonstrated in many areas. ▪ Organizational RESULTS fully address KEY CUSTOMER, market, PROCESS, and ACTION PLAN requirements.

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STATE QUALITY AWARDS SCORING SYSTEM

Band Score	Band #	Descriptors
0 - 250	1	The organization demonstrates the early stages of developing and implementing approaches to Category requirements. However, important gaps exist in most Categories.
251 - 350	2	The organization demonstrates the beginning of a systematic approach responsive to the basic requirements of the Items, but major gaps exist in approach and deployment in some Categories. The organization is in the early stages of obtaining results stemming from approaches, with some improvements and good performance observed.
351 - 450	3	The organization demonstrates an effective, systematic approach responsive to the basic requirements of most Items, but deployment in some key Areas to Address is still too early to demonstrate results. Early improvement trends and comparative data in areas of importance to key organizational requirements are evident.
451 - 550	4	The organization demonstrates effective, systematic approaches to many Areas to Address, but deployment may vary in some areas or work units. Fact-based evaluation and improvement that are responsive to the basic requirements of the Items are evident. Results address key customer/stakeholder and process requirements, and they demonstrate some areas of strength and/or good performance.
551 - 650	5	The organization demonstrates an effective, systematic approach responsive to many of the Areas to Address and to key organizational needs, with a fact-based evaluation and improvement process in place in key Areas. There are no major gaps in deployment, and a commitment exists to organizational learning and sharing. Improvement trends and/or good performance are reported for most areas of importance. Results address most key customer/stakeholder and process requirements and demonstrate areas of strength.
651 - 750	6	The organization demonstrates refined approaches, including key measures, good deployment, and very good results in most Areas. Organizational alignment, learning, and sharing are key management tools. Some outstanding activities and results address customer/stakeholder, process, and action plan requirements. The organization is an industry* leader in some Areas.
751 - 875	7	The organization demonstrates refined approaches, excellent deployment, and good to excellent performance improvement and levels in most Areas. Good to excellent integration and alignment are evident, with organizational analysis, learning, and sharing of best practices as key management strategies. Industry leadership and some benchmark leadership are demonstrated in results that address most key customer/stakeholder, process, and action plan requirements.
876 - 1000	8	The organization demonstrates outstanding approaches, full deployment, and excellent and sustained performance results. Excellent integration and alignment are evident, and organizational analysis, learning, and sharing of best practices are pervasive. National and world leadership is demonstrated in results that fully address key customer/ stakeholder, process, and action plan requirements.