

Resource - Scoring Matrix & Band Descriptors - SHOWCASE

SHOWCASE SCORING GUIDELINES

SCORE	PROCESS (For Use With Category 1)	RESULTS (For Use With Category 2)
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 ALIGNMENT between organizational need and the process is evident. (I) 	<ul style="list-style-type: none"> • There are not business RESULTS or poor RESULTS are reported. • TREND data are either not reported or show mainly adverse TRENDS. • Comparative information is not reported. • RESULTS are not reported for any KEY PERFORMANCE MEASURES or INDICATORS of the process.
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. Process and measures are documented. (A) • The APPROACH is in the early stages of DEPLOYMENT with limited progress in achieving the process goals/objectives, inhibiting progress in achieving the BASIC REQUIREMENTS of the item. (D) • Early stages of a transition to an approach of evaluation and improvement of the process. (L) • The APPROACH is aligned with the organizational need(s) and other work areas largely through joint problem solving. (I) 	<ul style="list-style-type: none"> • A few business RESULTS are reported; there are some improvements and/or early good PERFORMANCE LEVELS for the process. • Little or no TREND data are reported. • Little or no comparative information is reported. • RESULTS are reported for a few KEY PERFORMANCE MEASURES or INDICATORS of the process.
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 the DEPLOYMENT varies in some functions of the process and in some work areas included in the process. (D) • The beginning of a SYSTEMATIC APPROACH to evaluation and improvement of the process is evident.(L) • The APPROACH is in early stages of ALIGNMENT with your basic organizational need(s) identified in 1.0 of the application. (I) 	<ul style="list-style-type: none"> • Improvements and/or good PERFORMANCE LEVELS are reported in many areas addressed in the Item requirements of the process. • Early stages of developing TRENDS are evident. • Early stages of obtaining comparative information are evident. • RESULTS are reported for the KEY PERFORMANCE MEASURES or INDICATORS of the process.
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 functions of the process and some work areas included in the process. (D) • A fact-based, SYSTEMATIC evaluation and improvement PROCESS and some organizational LEARNING are in place for improving the efficiency and effectiveness of the process over time. (L) • The APPROACH is ALIGNED with the basic organizational need(s) identified in 1.0 of the application. (I) 	<ul style="list-style-type: none"> • Improvement TRENDS and/or good PERFORMANCE LEVELS are reported for most KEY PERFORMANCE MEASURES or INDICATORS of the process. • No pattern of adverse TRENDS and no poor PERFORMANCE LEVELS are evident in KEY PERFORMANCE MEASURES or INDICATORS of the process. • Some TRENDS and/or current PERFORMANCE LEVELS – evaluated against relevant comparisons and/or BENCHMARKS – show areas of good to very good relative PERFORMANCE. • Process RESULTS address most KEY CUSTOMER, market and PROCESS requirements.
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 regarding the process are evident; there is clear evidence of refinement and INNOVATION in the process as a result of organizational sharing and feedback. (L) • The APPROACH is INTEGRATED with the organizational need(s) identified in 1.0 of the application and the organizations mission / vision described in the organizational context description. (I) 	<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. • Process RESULTS address most KEY CUSTOMER, market and PROCESS and improvement requirements.
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 functions of the process or work areas included in the process. (D) • Fact-based, SYSTEMATIC evaluation and improvement and organizational LEARNING regarding the process are evident; refinement and INNOVATION in the process, backed by ANALYSIS and sharing and feedback, are evident. (L) • The APPROACH is well INTEGRATED with the organizational need(s) identified in 1.0 of the application and the organizations mission / vision described in the organizational context description. (I) 	<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 for the process. • Evidence of industry and BENCHMARK leadership is demonstrated in many areas. • Process RESULTS fully address most KEY CUSTOMER, market and PROCESS and improvement requirements.

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SHOWCASE SCORING BAND DESCRIPTORS

Band Score	Band #	Descriptors
0-275	1	The process is in the early stages of development, with implementation lacking an improvement orientation, and limited evidence of alignment between organizational need and the process. A few important results are reported, but they generally lack trend and comparative data.
276-375	2	The process demonstrates the beginning of an effective approach responsive to the basic requirements. The approach is in the early stages of deployment with limited progress in achieving the process goals / objectives. The process is in the early stages of an approach to evaluation and improvement of the process. Results are reported for a few of the key performance measures and indicators of the process with early or good performance levels. Little or no comparative information or trend data are reported.
376-475	3	The process demonstrates an effective, systematic approach responsive to the basic requirements. The approach is deployed, although some functions or work areas are in early stages of deployment. The approach is deployed, although some functions or work areas are in early stages of deployment. The beginning of a systematic approach to evaluation and improvement is evident, and the approach is in early stages of alignment with basic organizational needs. Results are reported for the key performance measures of the process. Performance levels are reported in many areas in the item. Key performance levels are in early stages of developing trends and comparative information.
476-575	4	The process demonstrates an effective, systematic approach responsive to the overall requirements of the item. The approach is deployed, but deployment may vary in some functions or work areas included in the process. A systematic approach to evaluation and improvement is evident. The approach is aligned with basic organizational needs. Process improvement results are evident. Results are reported for the key performance measure of the process. Trend and comparative data are available for key performance measures and indicators.
576-675	5	The process demonstrates an effective, systematic approach responsive to the overall requirements of the item. The approach is well deployed, although deployment may vary in some functions of the process and some work areas included in the process. A fact-based, systematic evaluation and improvement process and some organizational learning are evident, and the approach is aligned with the basic organizational needs identified. Improvement trends and good performance levels are reported for most key performance measures or indicators of the process, with no pattern of adverse trends and no poor performance levels. Some trends and/or current performance levels, evaluated against comparisons or benchmarks, show good to very good relative performance. Process results address most key customer, market, and process requirements.
676-775	6	The process demonstrates an effective, systematic approach responsive to multiple requirements of the item, and the approach is well-deployed without significant gaps. Fact-based, systematic evaluation and improvement of the process and organizational learning are evident. The approach is integrated with organizational needs and with the mission/vision. Good performance levels, and sustained improvement trends are reported for key measures or indicators. Many to most trends and current performance levels, evaluated against comparisons or benchmarks, show some areas of leadership and very good relative performance. Process results address most key customer, market, and process improvement requirements.
776-875	7	The process demonstrates an effective, systematic approach responsive to the multiple requirements of the item, and the approach is consistently deployed to all appropriate work units without significant gaps. Fact-based, systematic evaluation and improvement of the process and organizational learning are evident. There is clear evidence of refinement and innovation in the process, resulting from organizational sharing and feedback. The approach is integrated with organizational needs and with the mission/vision. Good to excellent performance levels, and sustained improvement trends are reported for key measures or indicators. Most trends and current performance levels, evaluated against comparisons or benchmarks, show many areas of leadership and very good relative performance. Process results address most key customer, market, and process improvement requirements.
876-1000	8	The process demonstrates an effective, systematic approach, fully responsive to the multiple requirements of the item, and the approach is fully deployed, without significant weaknesses or gaps in any functions or work areas. Fact-based, systematic evaluation and improvement, and organizational learning are evident, with refinement and innovation demonstrated, and backed by analysis of data from organizational sharing and feedback. The approach is fully integrated with organizational needs and with the organizational mission/vision. Current performance is excellent in most areas of importance, with excellent improvement trends and/or sustained excellent performance levels. Evidence of industry and benchmark leadership is demonstrated in many areas, and process results fully address key customer, market, and process improvement requirements.