

## Results Item Scoring Guidelines

Guidelines	0–5%	10–25%	30–45%	50–65%	70–85%	90–100%
Levels	There are no organizational performance results and/or poor results in areas reported.	A few organizational performance results are reported, responsive to the basic requirements of the item, and early good performance levels are evident.	Good organizational performance levels are reported, responsive to the basic requirements of the item.	Good organizational performance levels are reported, responsive to the overall requirements of the item.	Good to excellent organizational performance levels are reported, responsive to the multiple requirements of the item.	Excellent organizational performance levels are reported that are fully responsive to the multiple requirements of the item.
Trends	Trend data either are not reported or show mainly adverse trends.	Some trend data are reported, with some adverse trends evident.	Some trend data are reported, and a majority of the trends presented are beneficial.	Beneficial trends are evident in areas of importance to the accomplishment of your organization’s mission.	Beneficial trends have been sustained over time in most areas of importance to the accomplishment of your organization’s mission.	Beneficial trends have been sustained over time in all areas of importance to the accomplishment of your organization’s mission.
Comparisons	Comparative information is not reported.	Little or no comparative information is reported.	Early stages of obtaining comparative information are evident.	Some current performance levels have been evaluated against relevant comparisons and/or benchmarks and show areas of good relative performance.	Many to most trends and current performance levels have been evaluated against relevant comparisons and/or benchmarks and show areas of leadership and very good relative performance.	Evidence of industry and benchmark leadership is demonstrated in many areas.
Integration	Results are not reported for any areas of importance to the accomplishment of your organization’s mission.	Results are reported for a few areas of importance to the accomplishment of your organization’s mission.	Results are reported for many areas of importance to the accomplishment of your organization’s mission.	Organizational performance results are reported for most key customer/patient/student, market, and process requirements.	Organizational performance results are reported for most key customer/patient/student, market, process, and action plan requirements.	Organizational performance results and projections are reported for most key customer/patient/student, market, process, and action plan requirements.

Guidance: The overall score is not intended to be a numerical average of the elements above; you should select the range and score that are most descriptive of the organization’s achievement level for the item.

### Item—Overall Score

- 0–5%
- 10–25%
- 30–45%
- 50–65%
- 70–85%
- 90–100%

Item Score \_\_\_\_\_ %