

## Outlining Meaningful, Well-Written Process Comments (IR)

The outline for a process comment should include a topic sentence and supporting evidence in brief phrases that tell other examiners and the applicant:

- The 6-10 most significant strengths or OFIs based on your view of the item using the applicant's key factors.
- How each relates to the Criteria.
- Whether you think the **approach** is systematic:
  - If it is, comments should include evidence that the approach is repeatable, such as steps, time frames, inputs and outputs.
  - Show evidence of whether the method is appropriate, in the context of the organization's key factors.
- Whether you think the approach is in the early stages of **deployment**, well deployed, or fully deployed without gaps:
  - Include specifics about the breadth and depth of deployment of the approach.
  - Include lack of evidence of deployment to a specific work unit or employee or customer group.
- Whether you think there is evidence of **organizational learning**:
  - Include evidence of evaluation and improvement cycles, best-practice sharing, benchmarking and innovation.
- Whether you think there is evidence that the approach is **aligned and integrated** with the organization's needs:
  - Consider and include, if appropriate, evidence of alignment with strategic challenges, objectives, action plans; mission, vision and values; key processes and measures; key customer/market segments, core competencies and requirements; and employee groups and requirements.
- How you view the reported evidence, for example:
  - Note double strength or double OFI for a particular comment that is very significant to your assessment of the results.
- What key Criteria requirements or key factors were **not addressed** and why it matters to the applicant.
- What **overall item** observations you have noted, if any.

**Outlined comments should NOT:**

- Be feedback-ready comments.
- Consist of check marks, question marks, one-word statements such as "systematic," "deployed," or "mature."
- Include the applicant's name.