Outlining Meaningful, Well-Written Results Comments

The outline for a results 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.
- How you grouped various **key results**, for example:
  - Results related to specific Criteria requirements.
  - Results based on similar performance.
- Whether you think the **levels and trends** shown represent favorable or unfavorable performance and why:
  - Include enough detail to ensure other examiners will know to which results you are referring.
  - Include a summary assessment of the levels and trends without retyping what the applicant has already provided.
- Whether you think the **comparisons** provided are appropriate and represent favorable or unfavorable performance and why:
  - If you have grouped results, be sure it is clear which comparisons belong to which results by use of figure reference or other means.
- Whether you think the results demonstrate appropriate **integration** across the applicant's key processes:
  - Consider the applicant's stakeholder groups, employee types, and organizational demographics.
  - Consider the applicant's strategic challenges, advantages, core competencies, and objectives.
  - Consider process requirements learned in your assessment of the process items.
- How you view the reported evidence, for example:
  - Create a double strength or double OFI for a particular observation that is very significant to your assessment of the results.
- What **missing results** you noted and why it matters to the applicant, including expected results based on Criteria, process, or other stakeholder requirements.
- Be sure to consider results embedded in the text as well as the charts and graphs provided.

Outlined comments should NOT:

- Be feedback-ready comments.
- Consist of check marks, question marks, or one-word statements such as "weak," "strong," or "average."
- Include the applicant's name.
- Reiterate all or even most of the results presented by the applicant.