

Criteria for Performance Excellence Structure

The seven Baldrige Criteria for Performance Excellence categories are subdivided into items and areas to address.

Items

There are 17 Criteria items (plus 2 in the Organizational Profile), each with a particular focus. These items are divided into three groups according to the kinds of information they ask for:

- The Organizational Profile asks you to define your organizational environment.
- Process items (categories 1–6) ask you to define your organization’s processes.
- Results items (category 7) ask you to report results for your organization’s processes.

See page 3 for a list of item titles and point values.

Item Notes

Item notes (1) clarify terms or questions, (2) give instructions and examples for responding, and (3) indicate key linkages to other items. Item notes in italics pertain specifically to nonprofit (including government) organizations.

Areas to Address

Each item includes one or more areas to address (labeled *a*, *b*, *c*, and so on).

Item Questions

Item questions are expressed on three levels:

- *Basic questions* are expressed in the item titles.
- *Overall questions* are expressed in boldface in the shaded box. These leading questions are the starting point for responding.
- *Multiple questions* are the individual ones under each area to address, including the one in boldface. That first question expresses the most important one in that group.

Key Terms

Terms in SMALL CAPS are defined in the Glossary of Key Terms (pages 46–53).

