

Assessing Commitment/Level 2 Applicants Tip Sheet

Welcome to Independent Review for a Commitment/Level 2 Applicant! The purpose of Independent Review is for each examiner team member to individually evaluate the applicant's processes and results by identifying areas of strength and opportunities for improvement (OFIs) relative to the Baldrige Excellence Framework. This tip sheet contains helpful tips for completing your independent review for a Commitment/Level 2 Applicant, which has some differences from the Excellence/Level 4 Applicant used in training.

Assessment Process Review

- The key steps for reviewing a level 2 applicant are identical to what you learned in class. You will



Pro Tip: Review the [Independent Review Key Process Steps](#) and the [Examiner Resources](#) page for training materials, samples, and webinars on Independent Review.

- The applicant still responds to the “How” process questions with regard to Approach, Deployment, Learning and Integration (ADLI), and “What” results questions with regards to Level, Trends, Comparisons, Integration (LeTCI). **Pro Tip:** Make sure your analysis moves the applicant to the “right” using ADLI or LeTCI.
- The process for scoring the applicant is the identical to what you learned in class. You are looking for the best fit scoring range and score for the applicant based on what you have learned from their written application. **Pro Tip:** Look at the item holistically and decide if the applicant is largely responsive to the basic, overall, or multiple level questions, then determine how fully the applicant was responsive to ADLI or LeTCI.
- Observations should be prioritized to focus the feedback report on where the applicant is in its excellence journey. For example, if no approach is described, consider an OFI observation. If an approach is present, look for evidence of deployment/learning/integration. **Pro Tip:** Deployment, learning and integration are NOT pre-requisites for each other and are not gates in which the applicant must pass through to get to the next evaluation factor. Evidence of learning can be present without evidence of deployment.

Commitment/Level 2 Special Considerations

- The applicant submits a 15-page application, plus 5-page organizational profile. This is shorter than the 50-page application, plus 5-page organizational profile, of the Excellence/Level 4 Applicant used in training. The shorter length of the Commitment/Level 2 application means the level of detail will be more general.
- Commitment/Level 2 Applicants typically respond to the Basic criteria questions but oftentimes also include responses at the overall and multiple level in some cases. **Pro Tip:** Be sure to work “down” the criteria to review the applicant's responses for evidence for the overall and multiple level questions to

make sure you are meeting them where they are. Avoid the trap of assuming the applicant is at the basic level simply because they only wrote 15 pages.

- Commitment/Level 2 Applicant results will most likely not have the level of detail you saw in the level 4 case study; however, use the same analysis tips for results that you used for the processes. 1. Focus your analysis beginning at the basic question. 2. Review for the evaluation factors of LeTCl, regardless of the level of question answered. **Pro Tip:** *Results may or may not be evident for a Commitment/Level 2 Applicant, but a measurement system should be in place to capture data and analyze results.*