Achieving Results - Organizational Excellence

[Usually a Baldrige-based consultancy helps advance performance results]

These are the categories of results that are needed in a full application:

Category	Type of Results	Suggestions/Examples
7.1a	Outcome measures of products/services	Readmission, product quality measures, customer requirement measures
7.1b(1)	Efficiency & effectiveness measures	Throughput in a key work process, efforts to reduce time or process waste, security and cybersecurity measures
7.1b(2)	Safety & emergency preparedness	Measures of the safety or emergency response system
7.1c	Supply-network management measures	Fill levels, turnover levels, availability of key supplies for customer services, quality of supplier services
7.2a(1)	Patient and other customer satisfaction	Customer satisfaction across all service areas, dissatisfaction by segment, service
7.2a(2)	Patient and other customer engagement	Customer engagement measures by each segment or group
7.3a(1)	Workforce capability & capacity	Measures of the number of staff required, skills required, and flexibility to needs
7.3a(2)	Workforce climate	Measures of workforce health, security, accessibility, services and benefits
7.3a(3)	Workforce engagement	Measures of workforce satisfaction and engagement, survey data, volunteer engagement
7.3a(4)	Workforce development	Measures of numbers of individuals developed to become leaders, professional education or advancement, leader mentoring and challenge assignments
7.4a(1)	Leadership	SLs communication, engagement with workforce, partners, patients, and other customers
7.4a(2)	Governance	Measures of governance effectiveness, action when needed, oversight for audits

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7.4a(3)	Legal, regulation, and accreditation	Measures of high-level compliance with all required aspects per industry standard
7.4a(4)	Ethics	Measures of ethical behavior and stakeholder trust; surveys; # breaches and actions taken
7.4a(5)	Society	Measures for societal well-being and support of key communities; benefit to local community needs in funding or social responsibility
7.5a(1)	Financial performance	Measures of financial performance, return, expense management over time, facility etc.
7.5a(2)	Marketplace performance	Measures of market share in key service areas; in view of key competitors; patterns by service area
7.5b	Strategy Implementation	Measures of strategic performance; evaluation of specific action plans/goals