

Date: \_\_\_\_\_ Organization: \_\_\_\_\_ Position (circle one): Top / Middle / Front-Line

## MISSION

How do you rate your organization in the following best practices?

BEST PRACTICE	Rank from Lousy to Outstanding 1_2_3_4_5_6_7_8_9_10
1. <b>BRIEF:</b> Board, staff easily recite the mission statement from heart.	
2. <b>FOCUSED:</b> The mission focuses and directs organizational behavior.	
3. <b>ALIGNED:</b> Employees can explain how their job contributes to achieving the mission.	
4. <b>UNIQUE:</b> The mission honors the organization's unique purpose.	
5. <b>VISIONARY:</b> The mission provides a sense of purpose, worth and value.	
<b>TOTAL POINTS</b> 5-15 Minimal 16-30 Somewhat 31-40 Advanced 41-50 Excellent	<b>SCORE:</b>

## EMPOWERMENT

How do you rate your organization in the following best practices?

BEST PRACTICE	Rank from Lousy to Outstanding 1 2 3 4 5 6 7 8 9 10
1. This organization places a high priority on recruiting positive “Can Do” and empathetic “Service Focused” personalities.	
2. The interview and selection process includes participation by key staff from departments that will work directly with the person if hired.	
3. New employees are thoroughly oriented and trained in the organization’s culture, mission, and processes.	
4. Professional development and personal growth are an important goal of the employee performance review process.	
5. Employee raises and promotions are based on positive attitudes, motivated commitment to the mission, and excellent performance.	
6. Organizational communication is open, honest, constructive, and mission focused.	
<b>TOTAL POINTS</b> 6-18 Minimal 19-36 Somewhat 37-48 Advanced 49-60 Excellent	<b>SCORE:</b>

# COUNT

How do you rate your organization in the following best practices?

BEST PRACTICE		Rank from Lousy to Outstanding 1_2_3_4_5_6_7_8_9_10
1. The organization measures performance outcomes.		
2. Performance measures are linked to mission and strategic goals.		
3. Performance language (outputs, outcomes) is part of organizational culture.		
4. Employees participate in quality/performance measurement training.		
5. Employees are empowered and encouraged to contribute to organizational goals, objectives and performance monitoring		
6. Performance measurement knowledge, experience, and results are a high priority in supervisory positions and a crucial part of hiring criteria.		
7. Programs, services, departments and core processes all have specific performance goals that are understood and monitored.		
8. Performance measures for quality customer service and satisfaction are collected, monitored, reported and improved.		
9. Comparative measures are collected and reported (trends, competition, peer agencies, process and program benchmarks, etc.).		
10. The organization collects a variety of performance measures and maintains a live monitoring of the most critical.		
11. Performance reports are easily and quickly produced; and are user friendly.		
12. Performance data is audited for accuracy and reliability.		
13. Performance data is transparent and reported monthly/quarterly.		
14. Performance measures drive personnel evaluations and compensation.		
15. Constant measurable improvement is a core value of the organization.		
16. Performance measurement data is used to make and support decisions.		
17. Supervisors and employees are trained to read and analyze reports, and to constructively adapt so as to better achieve desired outcomes		
18. Performance evaluation and improvement workshops are conducted twice a year		
19. Employees at all levels participate in performance evaluation and in improvement workshops		
20. High-performing departments, teams and employees are recognized and acknowledged for their work		
<b>TOTAL POINTS</b>		<b>SCORE:</b>
20-60 Minimal 161-120 Somewhat 121-160 Advanced 161-200 Excellent		

# ADAPT

How do you rate your organization in the following best practices?

BEST PRACTICE	Rank from Lousy to Outstanding 1_2_3_4_5_6_7_8_9_10
1. A strategic planning retreat of the full board and key staff is held annually	
2. Employees are empowered to participate in the strategic planning process and are involved in implementation.	
3. 75% or more of strategic plan objectives are successfully implemented within two years.	
4. More time, staff and resources are invested in pursuing pro-active improvements than in re-acting to unanticipated challenges.	
5. Strategic planning and prioritizing of implementation are driven by how to better achieve the Mission.	
6. Strategic implementations and their measurable impacts are tracked and transparently reported monthly/quarterly.	
7. Creativity, experimentation, and learning from failures are encouraged, recognized, and rewarded.	
<b>TOTAL POINTS</b> 7-21 Minimal 22-42 Somewhat 43-56 Advanced 57-70 Excellent	<b>SCORE:</b>

## TOTAL SCORES

How do you rate your organization in the following best practices?

FOCUS AREA	TOTAL POINTS				SCORE
<b>Mission</b>	5-15 Minimal	16-30 Somewhat	31-40 Advanced	41-50 Excellent	
<b>Empowerment</b>	6-18 Minimal	19-36 Somewhat	37-48 Advanced	49-60 Excellent	
<b>Count</b>	20-60 Minimal	61-120 Somewhat	121-160 Advanced	161-200 Excellent	
<b>Adapt</b>	7-21 Minimal	22-42 Somewhat	43-56 Advanced	57-70 Excellent	
<b>TOTAL POINTS</b> 38-114 Minimal 115-228 Somewhat 229-304 Advanced 305-380 Excellent					<b>SCORE:</b>