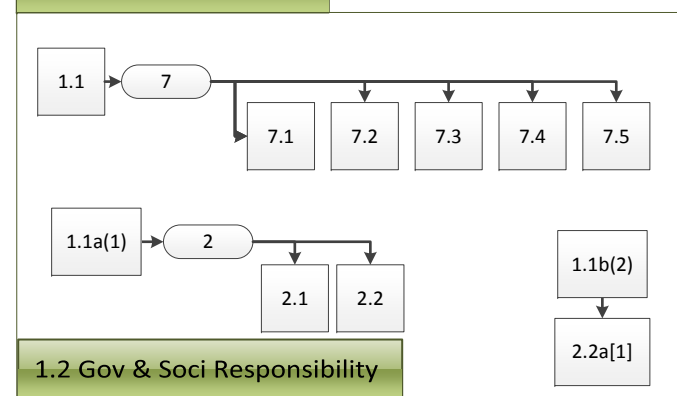


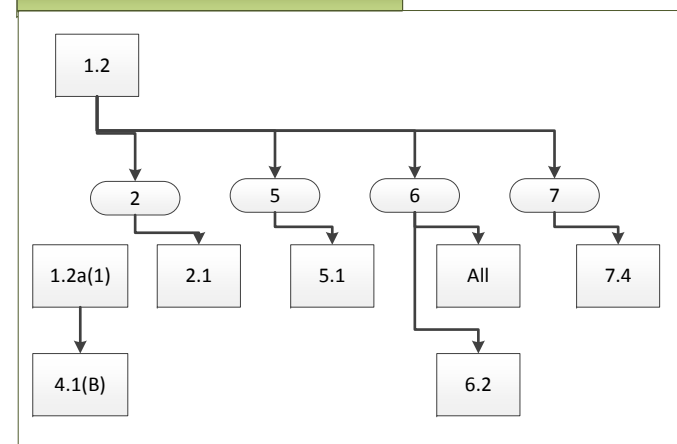
Detailed Baldrige 2015-2016 Criteria Linkages

Organization Profile: P.1 Organizational Description, P.2 Organizational Situation and Key Factors
(original design by Laura Cooley 2010, adapted by Larry Owen)

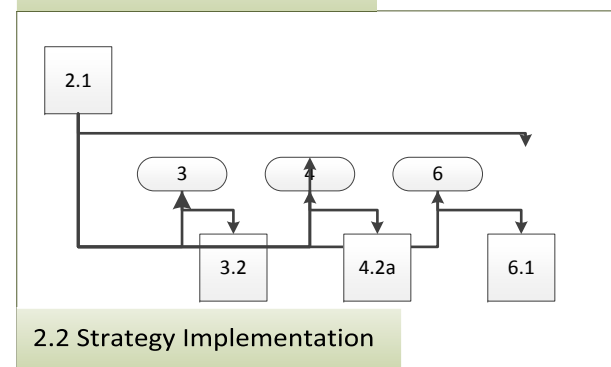
1.1 Senior Leadership



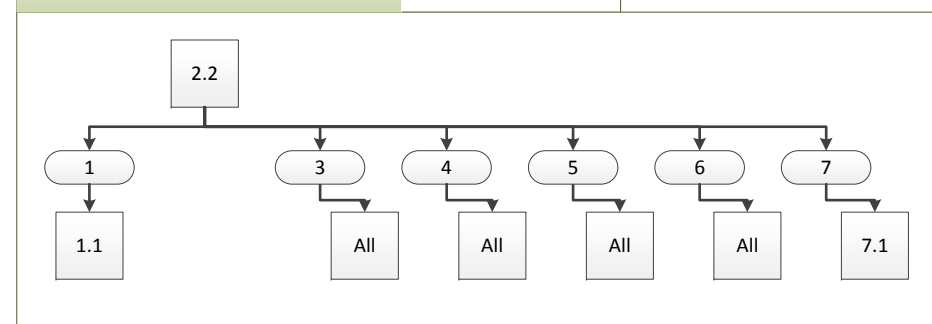
1.2 Gov & Soci Responsibility



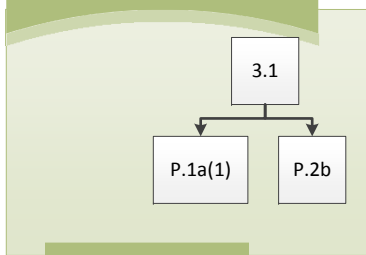
2.1 Strategy Development



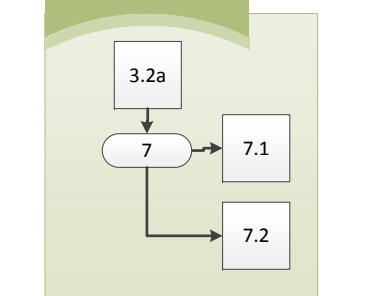
2.2 Strategy Implementation



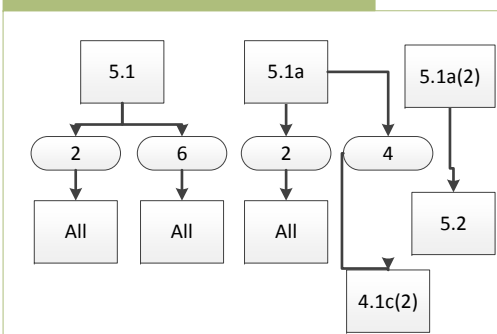
3.1 Voice of Customer



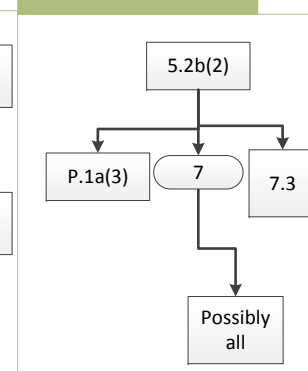
3.2 Customer Engagement



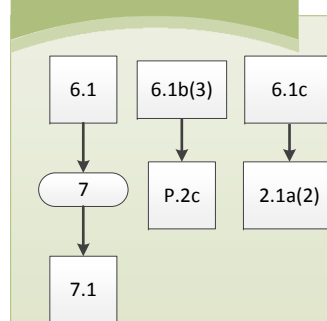
5.1 Workforce Environment



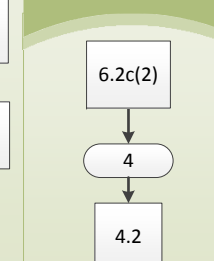
5.2 Workforce Engagement



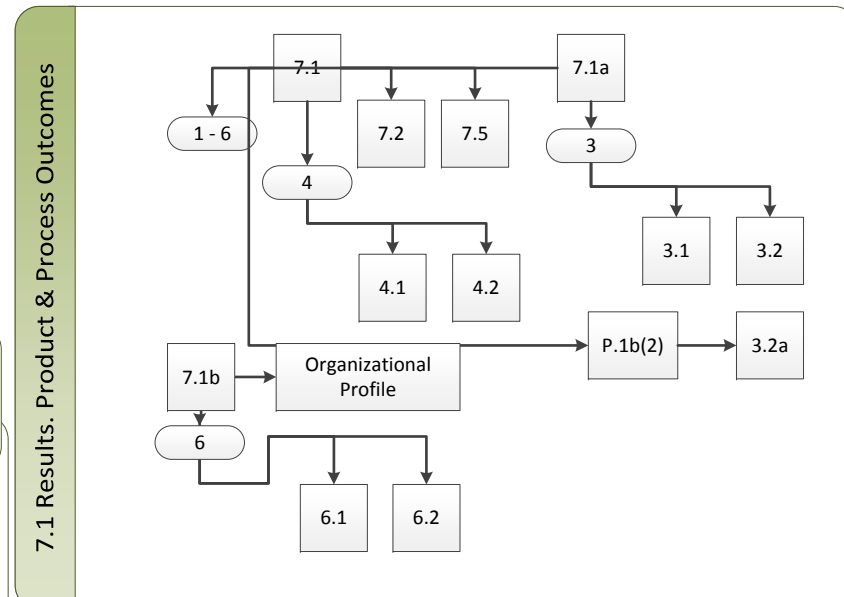
6.1 Operations Work Systems



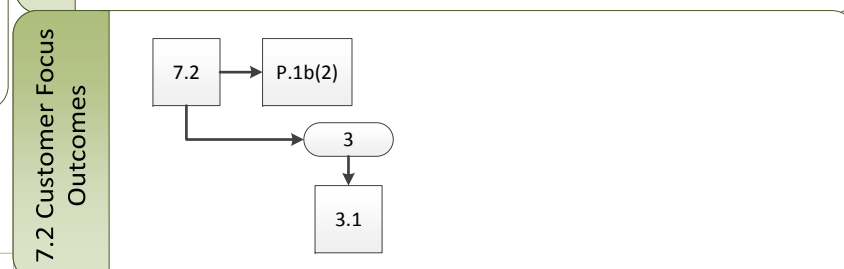
6.2 Operations Work Processes



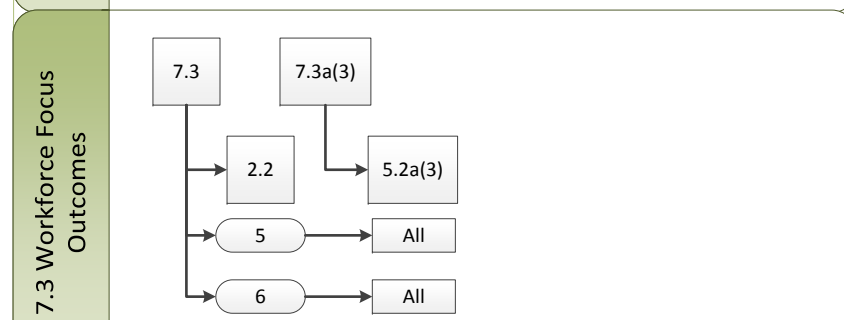
7.1 Results, Product & Process Outcomes



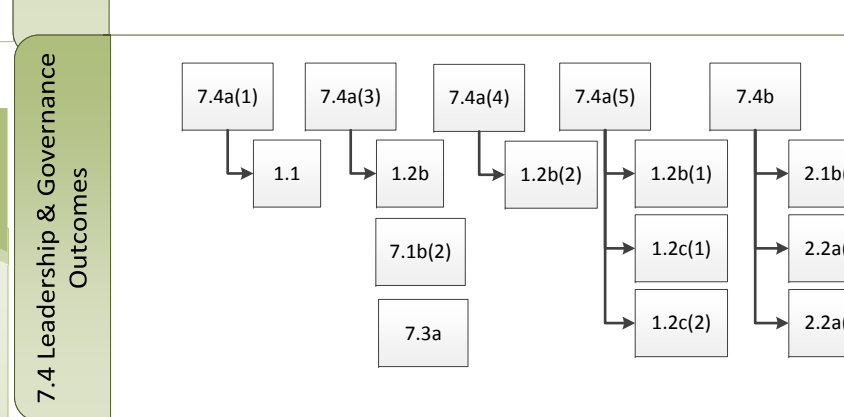
7.2 Customer Focus Outcomes



7.3 Workforce Focus Outcomes



7.4 Leadership & Governance Outcomes



7.5 \$\$\$

