



## **QTF Examiner Template for Review**

The following template is to be used for QTF Examiner Evaluation for all applications.

The first step in the examination is the selection of the Key Factors. The Key Factors are taken from the Eligibility Form, the Organizational Profile, and may be found in the narrative of the application. The Examiner should select around 18-20 Key Factors. REMEMBER – Select only the most important statements about the applicant as Key Factors.

For Independent Review, each Examiner will prepare this document for the applicant. There is space for three strengths and three opportunities for improvement but either can be expanded or decreased in the simple word document. The three is for pre-seeding the document only.

For Consensus Review, Examiners assigned to be Category Leads will have to cut and paste all of the previous comments from the other Examiners and then come up with the 4-6 most important strengths and opportunities for improvement for the applicant. When consolidating the comments from the Independent Review, Category Lead Examiners will place the initials behind each comment for each Examiner making a similar or near similar comment.

At site visit, the Examiners will have to complete Site Visit Issue Worksheets to resolve questions about strengths and opportunities for improvement.

## **Organizational Key Factors** (Table will expand with typing)

<b>Paragraphs</b>	<b>KFs #</b>	<b>Organizational Key Factors</b>
<b>Eligibility Forms Info</b>		
<b>P.1 History</b>		
<b>P.1a(1)</b>		
<b>P.1a(2)</b>		
<b>P.1a(3)</b>		
<b>P.1a(4)</b>		
<b>P.1a(5)</b>		
<b>P.1b(1)</b>		
<b>P.1b(2)</b>		
<b>P.1b(3)</b>		
<b>P.2a(1)</b>		
<b>P.2a(2)</b>		
<b>P.2a(3)</b>		
<b>P.2b</b>		
<b>P.2c</b>		

**Category 1 Leadership**

**Item 1.1 Senior Leadership [Linkage: Category 1-6; 2.2a(1); 7.1-7.5]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 1 Leadership**

**Item 1.2 Governance and Societal Contributions**

[Item 2.1; Category 5.1; 6.2; 1.2b(1); 7.4; 4.1b; 1.1]

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	



**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 2 Strategy**

**Item 2.1 Strategy Development**

**[3.2; 6.1; 4.2b]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 2 Strategy**

**Item 2.2 Strategy Implementation**

**[1.1; Category 3, 4, 5, 6; 7.1; 7.5]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	



**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 3 Customers**

**Item 3.1 Customer Expectations**

**[1; 3; 5; 7.1; 7.2]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 3 Customers**

**Item 3.2 Customer Engagement**

**[P.1a(1); P.2b; 7.2]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	



**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 4 Measurement, Analysis, and Knowledge Management**

**Item 4.1 Measurement, Analysis, an Improvement of Organizational Performance [P.2b; P.2c; 2; 7]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 4 Measurement, Analysis, and Knowledge Management**

**Item 4.2 Information and Knowledge Management**

**[P.2c; 2; 6; 7]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	



**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 5 Workforce**

**Item 5.1 Workforce Environment**

**[P.1a(3); 2; 6; 7.3]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 5 Workforce**

**Item 5.2 Workforce Engagement**

**[P.1a(3); P.2b; 1; 2; 5.1; 7.3]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	



**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 6 Operations**

**Item 6.1 Work Processes**

**[1; 2; 3; 6; 7.1]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 6 Operations**

**Item 6.2 Operational Effectiveness**

**[1; 2; 3; 7.1; 7.5]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	



**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 7 Results**

**Item 7.1 Product and Process Results**

**[Category 6; P.2c; 2.1a(2); 4.1; 4.2; Category 3; P.1b(2)]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 7 Results**

**Item 7.2 Customer Results**

**[Category 3; P.b(2)]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	



**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 7 Results**

**Item 7.3 Workforce Results**

**[Category 5; Category 6; Item 2.2]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 7 Results**

**Item 7.4 Leadership and Governance Results**

**[Category 1; Item 1.2b(2)]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	



**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

**Category 7 Results**

**Item 7.5 Financial, Market, and Strategy Results**

**[Item 4.1a(1); Item 2.2; Item 2.1b(1); 2.1a(3)]**

**Key Factors for this Item 4-6**

<b>KF #</b>	<b>OP Reference</b>	<b>Key Factors</b>

**Item Reference:**

**Strength 1**

<b>KFs #</b>		<b>Narrative, Figure Numbers, Connection to KF</b>
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Strength 3**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 1**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**  
**Opportunities for Improvement 2**

KFs #		Narrative, Figure Numbers, Connection to KF
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Item Reference:**

**Opportunities for Improvement 3**

KFs #	Narrative, Figure Numbers, Connection to KF	
	<b>Nugget</b>	
	<b>Evidence and/or Example</b>	
	<b>Relevance</b>	
	<b>Notes</b>	

**Scoring Range: Place an X where the organization is for this Item)**

	0-5%	10-25%	30-45%	50-65%	70-85%	90-100%
<b>Approach</b>						
<b>Deployment</b>						
<b>Learning</b>						
<b>Integration</b>						

**Rationale for selection of scoring range:**

	Scoring Range Rationale	Recommended Score and Rationale
<b>Approach</b>		
<b>Deployment</b>		
<b>Learning</b>		
<b>Integration</b>		
<b>Notes</b>		

**Consensus Score:**

**Recommended Final Score:  
(After Site Visit if applicable)**

