

Conducting a Self Assessment and Developing Your CQI Plan

CQI Training Module 3

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How Will Your Organization Benefit?

- A self-assessment can help you identify successes and opportunities for improvement
- jump-start a change initiative or energize current initiatives
- energize the workforce
- focus the organization on common goals
- assess your organization's performance against the competition
- align your resources with your strategic objectives
- deliver world-class results

Self Assessment WorkSheet

Standards and Indicators	Staff Name	Staff Name	Staff Name	Etc...			Consensus score
Leadership							
1.a							
1.b							
Strategic Planning							
2.a							
2.b							
2.c							
2.d							
2.e ...etc							

Self Assessment Rating

- **0% - 9%** Anecdotal only; No system evident
- **10% - 40%** Beginning of a **systemic approach** to addressing the primary purpose of the indicator; Early stages of a transition from reacting to problems to preventing problems; Very early stages of developing trend data; Data not reported for many of the key processes
- **41% - 60%** Beginnings of a CQI process in place; Beginning to be deployed in pockets of the organization
- **61% - 90%** Fact-based improvement process is in place; Approaches beginning to **be saturated** in all relevant areas and activities; Some trends and current performance are evaluated against relevant comparison benchmark
- **91% - 100%** Fact-based improvement process is a key management tool; Clear evidence of improvements as a result of improvement cycles and analysis; Fully saturated; Excellent improvement trends; **Sustained excellent performance**

The RATING Has Three Evaluation Dimensions

- Approach - Methods and appropriateness of methods to the requirement
- Deployment – Extent to which the approach is being applied
- Results – Outcomes and results of process improvements

Elements to Consider

Is the Indicator **SYSTEMIC:**

- Formal, organizational mechanisms
- Accountability constantly applied
- Customer data that is collected systemically and used to make continuous improvements to core services

Is the Indicator **SOUND:**

- Sustainable
- Durable
- Consistently applied
- Saturated

Sample CQI Plan

- See handout
- Key Elements
- How to Prioritize

Resources

- <http://www.nist.gov/baldrige/enter/self.cfm>