Conducting a Self Assessment and Developing Your CQI Plan

CQI Training Module 3
Presented by Lori Strumpf on behalf of the WDC
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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

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<th>Standards and Indicators</th>
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<th>Consensus score</th>
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**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