

Critical System Definitions:

- Leadership System** – How senior leaders guide and sustain the organization, communicate and encourage high performance. How they create the culture that focuses on customers, while motivating the workforce to meet goals. How they role model the values to accomplish the mission and achieve the vision.
- Governance System** – How the organization evaluates and improves the performance of all leadership, including themselves. How leaders create a culture of accountability for actions – including fiscal accountability, transparency of operations, and protection of the interests of all stakeholders.
- Legal Compliance And Ethics System** – How the leaders anticipate and address concerns of the local or wider public, & promote ethical behavior in all interactions, including breaches in legal or ethical conduct.
- Support To Key Communities System** – How the leaders provide community support, including determining groups to support, priorities, and levels of participation.
- Strategy Development System** – How the leaders determine and develop strategic objectives to respond to (external) strategic challenges, including assessment of strengths, weaknesses, opportunities, and threats.
- Strategy Deployment System** – How the strategic objectives are converted into action plans for the short- and longer-term, and consider shifts in products and services, technology, staffing and comparisons with others.
- Customer Communication & Response System** – How the organization listens to customers and takes action to address the customer's issues.
- Customer Relationship System** – How relationships are developed in order to increase loyalty, gain referrals, and satisfy and retain customers, patients and other stakeholders.
- Voice of The Customer (VOC) System** – How requirements, expectations, & preferences of customers and other stakeholders are determined and used to develop the fullest potential of the organization.
- Complaint Management System** – How complaints and dissatisfaction are managed – including proactive management of services to prevent dissatisfaction, responding to and resolving issues, and aggregating, analyzing, and using complaint data for improvement efforts.
- Customer Satisfaction Determination System** – How satisfaction is assessed, including different methods for different customer groups, and how the information is used to exceed customer expectations in the future.
- Performance Measurement Selection System** – How data are selected, collected, and used.
- Comparative Data Selection & Use System** – How comparative and benchmark data are identified and used to support decision-making, drive actions and promote innovation.
- Data Analysis And Use System** – How data are analyzed & used to assess organizational success, competitive performance, and progress relative to strategic objectives and action plans and to prioritize improvements.
- Data Availability System** – How data are made available to those who need it, including in an emergency.
- Organizational Knowledge System** – How knowledge is shared throughout the organization, including among the workforce and with other stakeholder groups, including sharing of best practices.
- Data, Info. & Knowledge Quality System** – How data and information are known to be accurate, reliable, timely, and secure, and either made accessible or kept confidential as appropriate.
- Workforce Enrichment and Engagement System** – How you determine the factors that affect workforce engagement and foster a culture conducive to high performance.
- Workforce Performance System** – How workforce performance is evaluated and managed to support high performance work, with a focus on customers, products and services.
- Workforce And Leadership Development System** – How the learning and development of the workforce and leaders contribute to achievement of organizational action plans and short- and longer-term objectives.
- Hiring And Career Progression System** – How characteristics and skills needed by the workforce are identified, and employees are recruited, hired and retained to represent the diversity of the community.
- Workforce Engagement Assessment System** – Formal and informal methods to determine employee well-being, satisfaction and motivation.
- Workforce Capability and Capacity System** – How employees are motivated to reach their full potential, and set and attain job- and career-development goals, and how the organization assesses their capacity.
- Workforce Work Environment System** – How workplace health, safety, security, and ergonomics are ensured and improved.
- Workforce Benefit System** – How employees are supported through services, benefits, and policies
- Work System and Process Design System** – How systems and processes which create products and services are designed to meet the requirements and expectations of customers and other stakeholders.
- Work Process Management System** – How operation of processes ensure that key requirements are met, including customer and other stakeholder requirements.
- Work Process (Performance) Improvement System** – How processes are improved to reduce variability and improved outcomes, including sharing of lessons learned and best practices.
- Operational Sustainability System** – How adequate resources are kept available to support and sustain the organization.
- Other: Emergency/Disaster Preparedness System** – How the workplace and workforce are prepared for disasters and emergencies to ensure customers have the products and services they need and to ensure that employees have a job.

Critical Systems Assessment Tool

An Organizational Worksheet



























































2009 - 2010



Leveraging Your Organization's GeniusSM

(770) 642-5433

(914) 533-0266





Critical Systems For Any Organization: <i>(with the associated Baldrige Criteria Item number)</i>	Assessment of 29 Critical Systems				Aligned Results	Leadership
	My Assessment Of Our System (Color Code – Check One)	How Our Leadership Would Assess This System (Color Code – Check One)	Importance - Based on Organizational Characteristics (High, Med, Low)	Difficulty To Turn Green (High, Med, Low)	List The Measures To Track the System's Performance	Senior Executive Owner For This System
1.1 - Leadership System	 Don't Know	 Don't Know				
1.2 - Governance System	 Don't Know	 Don't Know				
1.2 - Legal Compliance And Ethics System	 Don't Know	 Don't Know				
1.2 - Support To Key Communities System	 Don't Know	 Don't Know				
2.1 - Strategy Development System	 Don't Know	 Don't Know				
2.2 - Strategy Deployment System	 Don't Know	 Don't Know				
3.1 – Customer Communication and Response System	 Don't Know	 Don't Know				
3.1 – Customer & Market Knowledge System	 Don't Know	 Don't Know				
3.2 – Customer Relationship System	 Don't Know	 Don't Know				
3.2 - Complaint Management System	 Don't Know	 Don't Know				
3.2 – Customer Satisfaction Determination System	 Don't Know	 Don't Know				
4.1 – Performance Measurement Selection System	 Don't Know	 Don't Know				
4.1 - Comparative Data Selection and Use System	 Don't Know	 Don't Know				
4.1 - Data Analysis and Use System	 Don't Know	 Don't Know				
4.2 - Data Availability System	 Don't Know	 Don't Know				
4.2 - Organizational Knowledge System	 Don't Know	 Don't Know				
4.2 - Data, Information and Knowledge Quality System	 Don't Know	 Don't Know				
5.1 - Workforce Enrichment and Engagement System	 Don't Know	 Don't Know				
5.1 - Workforce Performance Management System	 Don't Know	 Don't Know				
5.1 – Workforce and Leadership Development System	 Don't Know	 Don't Know				
5.2 – Workforce Engagement Assessment System	 Don't Know	 Don't Know				
5.2 – Workforce Capability and Capacity System	 Don't Know	 Don't Know				
5.2 – Hiring and Career Progression	 Don't Know	 Don't Know				
5.2 - Workforce Work Environment System	 Don't Know	 Don't Know				
5.2 – Workforce Benefit System	 Don't Know	 Don't Know				
6.1 & 6.2 – Work System and Process Design System	 Don't Know	 Don't Know				
6.1 & 6.2 – Work Process Management System	 Don't Know	 Don't Know				
6.2 – Work Process (Performance) Improvement System	 Don't Know	 Don't Know				
6.2 - Operational Sustainability System	 Don't Know	 Don't Know				



© 2009 - 2010



Color Code Legend:

 **Green:** System is in-place  **Yellow:** System Documented But Not Implemented  **Orange:** System, But Not Documented  **Red:** No System

Leveraging Your Organization's GeniusSM
www.genitect.com (770) 642-5433