# Self-Analysis Worksheet

**For Use with the** [**Criteria for Performance Excellence**](http://www.nist.gov/baldrige/publications/business_nonprofit_criteria.cfm)**,** [**Education Criteria for Performance Excellence**](http://www.nist.gov/baldrige/publications/education_criteria.cfm)**, or**[**Health Care Criteria for Performance Excellence**](http://www.nist.gov/baldrige/publications/hc_criteria.cfm)

Insights gained from external examiners or reviewers are always helpful, but you know your organization better than they will. You are in an excellent position to identify your organization’s key strengths and key opportunities for improvement (OFIs).

* Complete your responses, or have a team create responses, to the questions in the seven Baldrige Criteria categories.
* Identify one or two strengths and one or two OFIs for each Criteria category, and record them on this worksheet.
* For strengths and OFIs of high importance, use the worksheet to create and communicate an action plan for improvement.

| **Criteria category** | **Importance** High, medium, low | **For High-Importance Areas** | | | |
| --- | --- | --- | --- | --- | --- |
| Stretch (strength) or improvement (OFI) goal | What action is planned? | By when? | Who is responsible? |
| **1 Leadership** | | | | | |
| *Strength* |  |  |  |  |  |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |
| *OFI* |  |  |  |  |  |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |
| **2 Strategic Planning** | | | | | |
| *Strength* |  |  |  |  |  |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |
| *OFI* |  |  |  |  |  |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |
| **3 Customer Focus** | | | | | |
| *Strength* |  |  |  |  |  |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |
| *OFI* |  |  |  |  |  |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |
| **4 Measurement, Analysis, and Knowledge Management** | | | | | |
| *Strength* |  |  |  |  |  |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |
| *OFI* |  |  |  |  |  |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |
| **5 Workforce Focus** | | | | | |
| *Strength* |  |  |  |  |  |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |
| *OFI* |  |  |  |  |  |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |
| **6 Operations Focus** | | | | | |
| *Strength* |  |  |  |  |  |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |
| *OFI* |  |  |  |  |  |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |
| **7 Results** | | | | | |
| *Strength* |  |  |  |  |  |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |
| *OFI* |  |  |  |  |  |
| 1. |  |  |  |  |  |
| 2. |  |  |  |  |  |