

2025 Baldrige Award Criteria



TABLE OF CONTENTS

- Introduction.....3**
- Overview of Award Criteria6**
- Organization Description.....7**
- Leadership and Governance8**
- Operations..... 11**
- Workforce..... 14**
- Customer and Markets 16**
- Finance 18**
- Strategy.....20**
- Organizational Learning.....21**
- Community Relationships22**

INTRODUCTION

Since its founding in 1987, the Baldrige Performance Excellence Program (BPEP) has served the U.S. economy through its enduring mission: to improve the performance and long-term success of businesses and other organizations by recognizing role models and fostering the sharing and adoption of proven leadership, management, and operational practices. Of course, what it takes to be successful has changed dramatically since then, and therefore, so has BPEP and our primary offerings, including the Baldrige Excellence Framework and the Baldrige Award process.

The Baldrige Excellence Framework provides a comprehensive leadership and management tool that compiles proven best practices into an organization-wide improvement guide applicable to any organization. The framework undergoes a regular revision process to ensure that the concepts and practices highlighted remain relevant for organizations striving to achieve higher levels of performance for their long-term success.

PURPOSE

The purpose of the Baldrige Award Process is to identify and recognize role-model organizations that embody many of the concepts and practices found in the framework. These role-model organizations have achieved and sustained exceptional performance across multiple areas of importance to the organization and its key stakeholders. Award recipients must be willing to share the non-proprietary processes and practices that produced their outstanding results and outcomes. For these reasons, the Award Criteria questions request information regarding both processes and results achieved. Also requested are responses to important context-setting questions that help Baldrige examiners and judges understand your organization and the processes and results presented. These context questions are not evaluated.

APPLICATION

The instructions and questions in this document will appear in the Baldrige Award online application. It is essential to read the application instructions and criteria questions carefully and respond as completely as possible. However, a complete response **does not** have to use up all the allotted space and/or image uploads in the award application. “Complete” means you have addressed the question in full and provided all the information requested, such as five years of data and relevant comparisons. If you are unable to provide a complete response, you should explain why in the field provided. Missing information that is not explained is likely to impact your evaluation.

EVALUATION

The evaluation process for the award is separated into two phases—the Application Evaluation phase (including Independent Analysis and Consensus Evaluation) and the Site Visit phase. The Application Evaluation phase is primarily focused on evaluating your performance results in five Award Criteria sections (Leadership and Governance, Operations, Workforce, Customers and Markets, and Finance). This recognizes that, in most cases, the results achieved are a strong indicator of the effectiveness of an organization’s processes, especially when demonstrated over

a significant period of time. In addition, there are three Award Criteria sections (i.e., Strategy, Organizational Learning, and Community Relationships) that do not ask for results but will be evaluated during the first phase. These three areas have processes leading to results found in other criteria sections and are pivotal in organizational resilience and long-term success. Therefore, these processes are included in the Application Evaluation phase and the associated judging process to determine award finalists.

Responses to the results questions and process questions should address the evaluation factors stated in the appropriate evaluation rubric found below. During a site visit, all process responses will be assessed to determine possible best practices leading to high-performance results.

FINALISTS

Award finalists will advance to the Site Visit phase, which includes both virtual and on-site engagement with your organization. During the site visit, examiners will explore information from your application that needs clarification. They will also assess your responses to the process questions that are directly related to the five Award Criteria section results referenced above. Although these processes are not reviewed until site visit, you may begin responding to these results-related “site-visit only” process questions while you upload information into the rest of the application. This is merely for your convenience and is not a requirement or expectation. We do, however, encourage organizations to consider compiling responses to these questions early so finalists will be ready to quickly enter and upload the information by the due date of September 4, 2025.

Lastly, for those familiar with the Baldrige Excellence Framework, it is important to recognize that while the Award Criteria are derived from and can be traced back directly to the content in the framework, there is not a one-to-one relationship between them, and the wording may vary slightly.

CHANGES FOR 2025

In response to feedback from participants in the 2024 Baldrige Award process, we have made several important changes related to the Award Criteria and application that are intended to do two things: (1) clarify what information is needed, by when, and how it will be used; and (2) give organizations more time to compile and submit responses to the criteria questions.

The changes are as follows:

- Open the award application platform earlier and keep it open longer.
- Provide all Award Criteria questions (this document) that require responses at the beginning of the process, including those process questions that are only applicable to award finalists during the Site Visit phase.
- Permit organizations to begin providing responses to those “site-visit only” process questions during the initial application period if they wish (as mentioned above).

- Eliminate compound questions that ask for multiple things by parsing those into separate questions. (This increases the number of questions asked but not necessarily what is asked for and makes it clearer for both applicants and examiners.)
- Increase the allowable number of charts, graphs, or tables from three to four for all results questions. (Reminder: a complete response **does not** have to use up all the allotted space and/or image uploads. “Complete” means you have addressed the question in full and provided all the information requested.)
- Move organization-specific context questions into the appropriate criteria sections. Context questions that are applicable across many criteria sections remain in the Organization Description section.

2025 AWARD PROCESS KEY DATES

January 28—Award application opens.

April 10—Eligibility question responses in the award application are due.

May 22—Award application closes for Application Evaluation phase.

August 13—Judges Panel meets to determine 2025 Baldrige Award finalists.

August 14—Award application reopens for finalist responses to “site-visit-only” process questions.

September 4—Award application closes for Site Visit phase.

November 3 to 7—Judges Panel meets to recommend 2025 Baldrige Award recipients.

Thank you for your interest in the Baldrige Award process. Additional information may be found on our [Award Process website](#).

OVERVIEW OF AWARD CRITERIA

Below there are nine sections. The first section, Organizational Description, includes context questions that seek important information relevant to the evaluation of the remaining eight criteria sections. The Organizational Description questions are not evaluated.

The next eight sections have a combination of questions that ask for additional context, performance results, and descriptions of key processes. Please read the instructions and criteria questions carefully and provide complete responses. Note that your process descriptions should be responsive to the evaluation rubric shown, demonstrating that the process is regular and repeated and has been improved based on evaluation. Your results should be responsive to the results rubric shown, show at least five years of trended data, and include your performance against relevant comparisons. Because we are seeking to identify national role models, relevant comparisons are best-in-class or top decile/top quartile and competitors, where available. Please note that an organization does not need to demonstrate role-model performance in all areas to become a Baldrige Award recipient.

If you are unable to respond completely to a results or process question, you should explain why in the field provided. Missing information that is not explained is likely to impact your evaluation.

Finally, as noted above, responses to the process questions in the five results-focused criteria sections are not due until September 4, but we are giving you the option to begin responding to those questions immediately if you wish to do so. Examiners will not see or evaluate this information unless your organization advances to a site visit as a Baldrige Award finalist.



ORGANIZATION DESCRIPTION

The information requested in this section provides a high-level overview of the organization. It will provide context for the results asked below. Be sure that the information provided in the Organization Description (OD) is consistent with the results information provided below. The information provided in the OD will not be evaluated. The OD should not include information about key processes or results information.

QUESTIONS

Context information will be used by examiners during the Award Evaluation phase. Responses to context questions have a 3,000-character limit and may include up to three charts, graphs, or tables.

1. What are your key products, services, and/or programs?
2. What are your mission, vision, and values or guiding principles?
3. What other factors, if any, impact your organization's success and sustainability?
4. What are your key applicable regulations, as well as accreditations, certifications, or registration requirements?
5. Is there anything you consider unusual about your environment or business model that would aid in understanding your organization?



LEADERSHIP AND GOVERNANCE

This section asks about your performance and processes related to senior leadership communication, governance and accountability, grievances, and complaints. It also asks about succession planning and societal contributions.

CONTEXT QUESTIONS

Context information will be used by examiners during the Award Evaluation phase. Responses to context questions have a 3,000-character limit and may include up to three charts, graphs, or tables.

1. Briefly describe and/or depict your leadership and governance structure.

RESULTS QUESTIONS

Responses to questions below should be consistent with the information shared in the corresponding Context question(s) above. Each response has a 4,000-character limit and must include at least one chart, graph, or table (up to four may be provided). Responses will be assessed using the Results Evaluation Rubric (see below). **All responses should contain five years of data and relevant comparisons. A detailed explanation must be provided if you are unable to provide the five years of data and relevant comparisons.**

1. What are your results for senior leaders' two-way communication with key workforce segments (e.g., workforce ratings of leaders by location, types of workers, etc.)?
2. What are your results for senior leaders' two-way communication with key customer segments (e.g., customer ratings of leaders)?
3. What are your results for senior leaders' two-way communication with key stakeholder segments, including suppliers, partners, and collaborators, as appropriate (e.g., stakeholder ratings of leadership)?
4. What are your organization's results for external audits related to leadership and accountability (including certifications and accreditations)?
5. What are your results for grievances and complaints for **all** the following: (1) safety, (2) the Equal Employment Opportunity Commission (EEOC), and (3) ethics?
6. What are your results for societal contributions?

Note: Examples of societal contributions (comparisons optional) include: reduced energy consumption; use of renewable energy resources and recycled water reduction of your carbon footprint; waste reduction and utilization; alternative approaches to conserving resources (e.g., increased virtual meetings); global use of enlightened labor practices; and donations of goods or services to promote housing, community health, and food security.

PROCESS QUESTIONS

The following process responses, related to results above, will only be assessed for Baldrige Award finalists, during site visit. Responses to these questions are due by September 4. Applicants can respond up until May 22, the application deadline, and then continue entering responses from August 14 to September 4, 2025. Process responses have a 3,000-character limit and may include up to three charts, graphs, or tables. Responses should address the evaluation factors stated in the Process Evaluation Rubric below.

1. Briefly describe your key process(es) for your leadership succession planning.
2. Briefly describe your key process(es) for senior leaders' two-way communication with the workforce.
3. Briefly describe your key process(es) for senior leaders' two-way communication with customers.
4. Briefly describe your key process(es) for senior leaders' two-way communication with stakeholders.
5. Briefly describe your key process(es) for ensuring responsible governance related to accountability for senior leaders' actions, fiscal accountability, and transparency.
6. Of the processes shared above, which (if any) do you consider best practices that other organizations could learn from?

EVALUATION FACTORS

Results Evaluation Rubric for 2025 Award Criteria

	Responsiveness	Levels	Trends	Comparisons
0	No results are provided.	Performance levels are not provided or not discernible.	Performance trends are not provided or not discernible.	No comparisons are provided.
Level 1	Results provided are somewhat responsive to the question.	Results demonstrate low performance levels.	Results demonstrate adverse performance trends.	Most comparisons demonstrate inferior performance.
Level 2	Results provided are mostly responsive to the question.	Results demonstrate average performance levels.	Results demonstrate stable performance trends.	Most comparisons demonstrate equivalent performance.
Level 3	Results provided are fully responsive to the question.	Results demonstrate high performance levels.	Results demonstrate favorable performance trends.	Most comparisons demonstrate superior performance.

* **Relevant comparisons** are (1) best-in-class or top decile/quartile, and (2) against competitors, where available.

For results responses containing charts, graphs, and tables: (1) data must be *across years*, not quarters; and (2) axis scale values must be provided (otherwise data will be disregarded).

Process Evaluation Rubric

0	No process provided or ad hoc process (not regular and repeated)
Level 1	Process is regular and repeated
Level 2	Evidence of improvement based on evaluation

Responses must demonstrate that processes/activities are (1) regular and repeated and (2) show evidence of improvement based on evaluation.



OPERATIONS

This section asks about your performance and processes related to your main products, services, and/or programs. Results requested pertain to the performance of your products, services, or programs and the efficiency and effectiveness of your processes for producing and providing them. Results are also requested regarding your supply-network management, cybersecurity effectiveness, risk management, emergency preparedness, and continuity of operations.

CONTEXT QUESTIONS

Context information will be used by examiners during the Award Evaluation phase. Responses to context questions have a 3,000-character limit and may include up to three charts, graphs, or tables.

1. What are your main products, and/or services, and/or programs? *
2. Who are your key competitors (those that constitute 5 percent or more of your competitors)?*
3. Who are your key suppliers/partners (those that constitute 5 percent or more of your suppliers/partners)?*
4. Who are your key customers/users (those that constitute 5 percent or more of your customers/users)?*

* These questions are on the Key Business/Organization Factors page in the eligibility section. You may copy/paste your responses from the Eligibility section of the application.

RESULTS QUESTIONS

Responses to questions below should be consistent with the information shared in the corresponding Context question(s) above. Each response has a 4,000-character limit and must include at least one chart, graph, or table (up to four may be provided). Responses will be assessed using the Results Evaluation Rubric (see below). **All responses should contain five years of data and relevant comparisons. A detailed explanation must be provided if you are unable to provide the five years of data and relevant comparisons.**

1. What are your results for the performance of your main products, or services, or programs?
2. What are your results for efficiency/effectiveness in producing your products, or providing services, or providing programs?
3. What are the results for the performance of key components of your supply network (e.g., on-time delivery, availability of critical materials, quality)?
4. What are your results for cybersecurity effectiveness, include intrusion attempts versus incidents?

5. What are the results for the effectiveness of your risk management plan (e.g., number of risks identified versus number of risks mitigated, cost of losses)?
6. What are the results for the testing of your emergency preparedness plans (e.g., time to evacuate your facility, emergency response time)?
7. What are the results for the testing of your continuity of operations plan (plan for how the business operates in disruption)?

PROCESS QUESTIONS

The following process responses, related to results above, will only be assessed for Baldrige Award finalists, during site visit. Responses to these questions are due by September 4. Applicants can respond up until May 22, the application deadline and then continue entering responses from August 14 to September 4, 2025. Process responses have a 3,000-character limit and may include up to three charts, graphs, or tables. Responses should address the evaluation factors stated in the Process Evaluation Rubric below.

1. Briefly describe your key process(es) for producing your products and services.
2. Briefly describe your key process(es) for supply network management.
3. Briefly describe your key process(es) for risk management.
4. Briefly describe your key process(es) for emergency preparedness.
5. Briefly describe your key process(es) for continuity of operations.
6. Of the processes shared above, which (if any) do you consider best practices that other organizations could learn from?

EVALUATION FACTORS

Results Evaluation Rubric for 2025 Award Criteria

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For results responses containing charts, graphs, and tables: (1) data must be *across years*, not quarters; and (2) axis scale values must be provided (otherwise data will be disregarded).

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WORKFORCE

This section asks about your performance for key processes related to your workforce. This section about the performance of your key processes for engaging and developing/training your workforce members, as well as ensuring their health and safety in the workplace. Results requested pertain to the performance of these processes as reflected in measures of workforce satisfaction, engagement, turnover, and absenteeism. This section also asks about the development of your organization's current and future leaders, workforce training, safety-related incidents, and additional indicators of workplace health and safety.

CONTEXT QUESTIONS

Context information will be used by examiners during the Award Evaluation phase. Responses to context questions have a 3,000-character limit and may include up to three charts, graphs, or tables.

1. Please describe your workforce profile including key workforce segments (e.g., location, types of workers, etc.).

RESULTS QUESTIONS

Responses to questions below should be consistent with the information shared in the corresponding Context question(s) above. Each response has a 4,000-character limit and must include at least one chart, graph, or table (up to four may be provided). Responses will be assessed using the Results Evaluation Rubric (see below). **All responses should contain five years of data and relevant comparisons. A detailed explanation must be provided if you are unable to provide the five years of data and relevant comparisons.**

NOTE: Results presented below should include data for key workforce segments.

1. What are your survey results for workforce satisfaction?
2. What are your results for workforce engagement (e.g., employee survey findings)?
3. What are your results for turnover?
4. What are your results for absenteeism?
5. What are your results for leadership development (i.e. current and future leaders)?
6. What are your results for workforce training (e.g., competencies, performance, career development, return on investment, etc.)?
7. What are your results for significant safety-related incidents (Occupational Safety and Health Administration [OSHA] reportable incidents)?
8. What are your results for additional indicators of workplace health and safety (e.g., results of safety audits, near-miss tracking)?

PROCESS QUESTIONS

The following process responses, related to results above, will only be assessed for Baldrige Award finalists, during site visit. Responses to these questions are due by September 4. Applicants can respond up until May 22, the application deadline and then continue entering responses from August 14 to September 4, 2025. Process responses have a 3,000-character limit and may include up to three charts, graphs, or tables. Responses should address the evaluation factors stated in the Process Evaluation Rubric below.

1. Briefly describe your key process(es) for workforce engagement.
2. Briefly describe your key process(es) for workforce development and training.
3. Briefly describe your key process(es) for ensuring workplace health and safety.
4. Of the processes shared above, which (if any) do you consider best practices that other organizations could learn from?

EVALUATION FACTORS

Results Evaluation Rubric for 2025 Award Criteria

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* **Relevant comparisons** are (1) best-in-class or top decile/quartile, and (2) against competitors, where available. For results responses containing charts, graphs, and tables: (1) data must be *across years*, not quarters; and (2) axis scale values must be provided (otherwise data will be disregarded).

Process Evaluation Rubric

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Level 1	Process is regular and repeated
Level 2	Evidence of improvement based on evaluation

Responses must demonstrate that processes/activities are (1) regular and repeated and (2) show evidence of improvement based on evaluation.



CUSTOMER AND MARKETS

This section asks about your performance for key processes related to your Customers and Markets. First you are asked about market share for your main products and services. Then you are asked about customer satisfaction and dissatisfaction. Finally, you will find questions about customer loyalty.

CONTEXT QUESTIONS

Context information will be used by examiners during the Award Evaluation phase. Responses to context questions have a 3,000-character limit and may include up to three charts, graphs, or tables.

1. Provide your market size over the past five years for your main products and services.
2. Briefly describe your key customer segments (including size of each).

RESULTS QUESTIONS

Responses to questions below should be consistent with the information shared in the corresponding Context question(s) above. Each response has a 4,000-character limit and must include at least one chart, graph, or table (up to four may be provided). Responses will be assessed using the Results Evaluation Rubric (see below). **All responses should contain five years of data and relevant comparisons. A detailed explanation must be provided if you are unable to provide the five years of data and relevant comparisons.**

NOTE: Results presented below should include data for key customer segments.

1. What are your results for market share for your main products and services?
2. What are your results for customer satisfaction by key customer segments?
3. What are your results for customer dissatisfaction, including complaints, by key customer segments?
4. What are your results for customer loyalty by key customer segments (e.g., likelihood to recommend, repeat customers, and referrals)?

Note: For health care organizations, as appropriate, include results for Consumer Assessment of Healthcare Providers and Systems (CAHPS) scores.

PROCESS QUESTIONS

The following process responses, related to results above, will only be assessed for Baldrige Award finalists, during site visit. Responses to these questions are due by September 4. Applicants can respond up until May 22, the application deadline and then continue entering responses from August 14 to September 4, 2025. Process responses have a 3,000-character limit

and may include up to three charts, graphs, or tables. Responses should address the evaluation factors stated in the Process Evaluation Rubric below.

1. Briefly describe your key customer listening process(es).
2. Briefly describe your key customer engagement process(es).
3. Briefly describe your key customer support process(es).
4. Of the processes shared above, which (if any) do you consider best practices that other organizations could learn from?

EVALUATION FACTORS

Results Evaluation Rubric for 2025 Award Criteria

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Process Evaluation Rubric

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Level 1	Process is regular and repeated
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Responses must demonstrate that processes/activities are (1) regular and repeated and (2) show evidence of improvement based on evaluation.



FINANCE

This section asks about the performance of your organization's financial management efforts. Results requested pertain to both financial viability and financial performance. This section also asks two important context questions and asks you to briefly describe your process(es) for ensuring access to capital during periods of disruption as well to support your short-term needs and long-term success.

CONTEXT QUESTIONS

Context information will be used by examiners during the Award Evaluation phase. Responses to context questions have a 3,000-character limit and may include up to three charts, graphs, or tables.

1. List the key financial metrics you track for your organization by key business/organization units.
2. Briefly describe how you ensure access to capital for short-term needs, periods of disruption, and long-term success.

RESULTS QUESTIONS

Responses to questions below should be consistent with the information shared in the corresponding Context question(s) above. Each response has a 4,000-character limit and must include at least one chart, graph, or table (up to four may be provided). Responses will be assessed using the Results Evaluation Rubric (see below). **All responses should contain five years of data and relevant comparisons. A detailed explanation must be provided if you are unable to provide the five years of data and relevant comparisons.**

1. What are your results for financial viability (e.g., liquidity, days cash on hand/reserves, credit or bond rating)?
2. What are your results for financial performance (e.g., revenues, operating margin, performance to budget) by organization units, as appropriate?

PROCESS QUESTIONS

The following process responses, related to results above, will only be assessed for Baldrige Award finalists, during site visit. Responses to these questions are due by September 4. Applicants can respond up until May 22, the application deadline and then continue entering responses from August 14 to September 4, 2025. Process responses have a 3,000-character limit and may include up to three charts, graphs, or tables. Responses should address the evaluation factors stated in the Process Evaluation Rubric below.

1. Briefly describe your process(es) for ensuring access to capital for short-term needs, periods of disruption, and long-term success.
2. Of the processes shared above, which (if any) do you consider best practices that other organizations could learn from?

EVALUATION FACTORS

Results Evaluation Rubric for 2025 Award Criteria

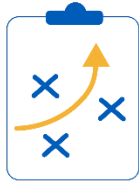
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* **Relevant comparisons** are (1) best-in-class or top decile/quartile, and (2) against competitors, where available. For results responses containing charts, graphs, and tables: (1) data must be *across years*, not quarters; and (2) axis scale values must be provided (otherwise data will be disregarded).

Process Evaluation Rubric

0	No process provided or ad hoc process (not regular and repeated)
Level 1	Process is regular and repeated
Level 2	Evidence of improvement based on evaluation

Responses must demonstrate that processes/activities are (1) regular and repeated and (2) show evidence of improvement based on evaluation.



STRATEGY

This section asks how your organization develops strategic objectives that are responsive to your challenges and opportunities. You are asked about your process for implementing those objectives and about metrics for checking progress. The results of these actions should be evident in the processes and results described in other Award Criteria sections. Strategic planning is a core business process that directly affects an organization's resilience and long-term success.

CONTEXT QUESTIONS

Context information will be used by examiners during the Award Evaluation phase. Responses to context questions have a 3,000-character limit and may include up to three charts, graphs, or tables.

1. What are your strategic challenges?
2. What are your strategic advantages?
3. What are your strategic goals and/or objectives?
4. What are your key measures for your strategic goals and/or objectives?

PROCESS QUESTIONS

The following questions are **required for all applicants and must be completed by the application deadline (May 22, 2025). Responses will be evaluated along with applicant result responses.**

Process responses have a 3,000-character limit and may include up to three charts, graphs, or tables. Responses should address the evaluation factors stated in the Process Evaluation Rubric below.

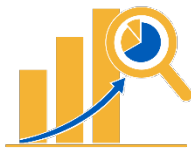
1. Briefly describe your key process(es) for strategic plan development.
2. Briefly describe your key process(es) for strategic plan implementation.
3. Of the processes shared above, which (if any) do you consider best practices that other organizations could learn from?

EVALUATION FACTORS

Process Evaluation Rubric

0	No process provided or ad hoc process (not regular and repeated)
Level 1	Process is regular and repeated
Level 2	Evidence of improvement based on evaluation

Responses must demonstrate that processes/activities are (1) regular and repeated and (2) show evidence of improvement based on evaluation.



ORGANIZATIONAL LEARNING

This section asks about processes for performance measurement and improvement, knowledge management, and innovation. You are specifically asked for processes related to performance improvement, knowledge sharing, encouragement, and support, of innovation. The section also asks you about processes used to determine innovation choices.

CONTEXT QUESTION

No context question for this section.

PROCESS QUESTIONS

The following questions are **required for all applicants and must be completed by the application deadline (May 22, 2025). Responses will be evaluated along with applicant result responses.**

Process responses have a 3,000-character limit and may include up to three charts, graphs, or tables. Responses should address the evaluation factors stated in the Process Evaluation Rubric below.

1. Please briefly describe your process(es) for analyzing and reviewing your organization's performance.
2. Please briefly describe your process(es) for performance improvement.
3. Please briefly describe your process(es) for collecting and sharing information throughout the organization and its stakeholders.
4. Briefly describe your key process(es) that encourage innovation (e.g., practice(s) that create an environment that supports innovation).
5. Please share your process for determining which innovation opportunities to pursue, and deciding which opportunities to stop pursuing.
6. Of the processes shared above, which (if any) do you consider best practices that other organizations could learn from?

EVALUATION FACTORS

Process Evaluation Rubric

0	No process provided or ad hoc process (not regular and repeated)
Level 1	Process is regular and repeated
Level 2	Evidence of improvement based on evaluation

Responses must demonstrate that processes/activities are (1) regular and repeated and (2) show evidence of improvement based on evaluation.



COMMUNITY RELATIONSHIPS

A critical element in organizational resilience and long-term success is having strong, reciprocal ties to key communities. Strong ties lead to fast, efficient resource sharing, which is crucial during disruptions and creates opportunities for benchmarking and innovation.

CONTEXT QUESTIONS

Context information will be used by examiners during the Award Evaluation phase. Responses to context questions have a 3,000-character limit and may include up to three charts, graphs, or tables.

1. Please describe your key community relationships.

Note: *Community* refers to entities from whom your organization can receive support or to whom you give support during times of disruptions, and such entities are not limited to your local geographic area. These are strategic relationships that provide support and information in times of need and growth. Examples include utility, local government, financial institutions, volunteers, chamber of commerce, businesses nearby, social services, common interest stakeholders, industry or trade associations.

PROCESS QUESTIONS

The following questions are **required for all applicants and must be completed by the application deadline (May 22, 2025). Responses will be evaluated along with applicant result responses.**

Process responses have a 3,000-character limit and may include up to three charts, graphs, or tables. Responses should address the evaluation factors stated in the Process Evaluation Rubric below.

1. Briefly describe your key processes for building relationships with your key community partners.
2. For each key community relationship, provide the following:
 - a. the organization or group type (see list above)
 - b. the frequency of engagement (e.g., monthly, quarterly, annually, etc.,)
 - c. the length of engagement (e.g., how long have you had this relationship).
3. Of the processes shared above, which (if any) do you consider best practices that other organizations could learn from?

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EVALUATION FACTORS

Process Evaluation Rubric

0	No process provided or ad hoc process (not regular and repeated)
Level 1	Process is regular and repeated
Level 2	Evidence of improvement based on evaluation

Responses must demonstrate that processes/activities are (1) regular and repeated and (2) show evidence of improvement based on evaluation.