

## Explanation to Distribution of Scores

Range	Range Number	Common Characteristics
0-125	1	The organisation demonstrates the early stages of developing and implementing approaches to Category requirements. However, important gaps exist in most Categories
126-250	2	The organisation demonstrates the beginning of a systematic approach responsive to the basic requirements of the Items, but major gaps exist in approach and deployment in some Categories. The organisation is in the early stages of obtaining results stemming from approaches, with some improvements and good performance observed.
251-375	3	The organisation demonstrates an effective, systematic approach responsive to the basic requirements of most Items, but deployment in some key areas or work units is still too early to demonstrate results. Early improvement trends and comparative data in areas of importance to key organisational requirements are evident.
376-500	4	The organisation demonstrates effective, systematic approaches to the overall requirements of the Items, but deployment may vary in some areas or work units. Fact-based evaluation and improvement address the efficiency and effectiveness of key processes. Results address key customer/stakeholder and process requirements, and they demonstrate some areas of strength and/or good performance.
501-625	5	The organisation demonstrates an effective, systematic approach responsive to the overall requirements of the Items and to key organisational needs, with a fact-based, systematic evaluation and improvement process resulting in overall organisational learning. There are no major gaps in deployment. Improvement trends and/or good performance are reported for most areas of importance. Results address most key customer/stakeholder, market, and process requirements and demonstrate areas of strength.
626-750	6	The organisation demonstrates refined approaches, including key measures, good deployment, and very good results in most Areas. Organisational alignment, learning, and sharing are key management tools. Some outstanding activities and results address key customer/stakeholder, market, process, and action plan requirements. The organisation is an industry leader in some Areas.
751-875	7	The organisation demonstrates refined approaches, innovation, excellent deployment, and good to excellent performance improvement and levels in most Areas. Good to excellent integration and alignment are evident, with organisational analysis, learning, and sharing of best practices as key management strategies. Industry leadership and some benchmark leadership are demonstrated in results that address most key customer/stakeholder, market, process, and action plan requirements.
876-1000	8	The organisation demonstrates outstanding approaches, innovation, full deployment, and excellent and sustained performance results. Excellent integration and alignment are evident, and organisational analysis, learning, and sharing of best practices are pervasive. National and world leadership is demonstrated in results that fully address key customer/ stakeholder, market, process, and action plan requirements.