

### 7 Measures Score Summary Sheet

Assessment Item #	Area and Item	Mean Score	Comments
	<b>Measure 1: Customer Service Culture</b>		
10	We know a great deal about our customers' needs because we collect data routinely about what they want.	3.7	
45	We have segmented our market so we can tailor our offerings to the different segments.	2.1	
14	All our staff, no matter what role or department, view themselves as customer service agents.	4.5	
38	Our organization operates within a budget driven by customer needs.	3.9	
6	Our mission statement and vision for the future are customer-driven.	4.4	
23	We track how we are doing regarding customer service by measuring customer satisfaction with our products, services, interactions, etc.	2.2	
	<b>Measure 2: Alignment of Products and Services with Mission</b>		
1	The organization has a clear statement of what it does and why it exists.	4.7	
12	The major activities of the organization are consistent with the organization's mission.	4.5	
28	Organizational changes are consistent with the organization's mission.	4.1	
50	The organization has products and services that generate revenue but are not related to our mission.	2.9	

36	Organizational leaders and staff demonstrate a clear understanding of the organization's mission.	4.5	
21	Key leaders and staff can recite the organization's mission statement.	2.8	
	<b>Measure 3: Data Driven Strategies</b>		
32	Organizational leaders and staff demonstrate a clear understanding of the markets they serve	3.7	
22	Data from environmental scans is included in our decision-making processes.	2.0	
24	We do not collect data for data's sake. Every research effort has a purpose and is carefully planned.	2.3	
37	We have a plan for sharing and communicating the data from the outset and we follow through with that plan, even if the research findings are negative.	2.5	
39	Several different methodologies are used to collect data about particular issues (e.g., focus groups, surveys, interviews).	2.9	
7	For each research project, data are always related to similar or appropriate information from other sources.	2.2	
44	Resources are committed by the organization that are necessary to do good solid research.	2.1	
53	The organization conducts a formal evaluation to assess whether its outcomes have been achieved.	2.5	
18	Evaluation data are used to modify organizational activities.	3.6	
33	Market research data are used to modify/develop programs.	2.5	
	<b>Measure 4: Dialogue and Engagement</b>		
41	Staff and volunteers have easy access to what they need to know when they need to know it.	3.9	

34	Staff and volunteers receive regular feedback on how the organization is performing.	3.5	
29	Staff throughout the organization are involved in developing plans.	4.0	
47	All parts of the organization demonstrate a clear understanding of what other parts of the organization are doing.	3.3	
43	Each part of the organization positively interacts with the other parts of the organization.	3.5	
35	Cross-functional teams are commonly used to accomplish organizational goals.	2.8	
3	Each individual's responsibility for achieving an outcome is clearly defined.	3.0	
	<b>Measure 5: CEO as Broker of Ideas</b>		
19	Our CEO strives for creating a consensus-driven vision among members and the leadership rather leading the organization with his/her personal vision.	3.9	
4	We are routinely asked for feedback by the CEO regarding how he/she is doing and if the organization is "working."	3.9	
48	The CEO offers the board and staff advice and as to means for solving problems and meeting challenges.	4.1	
30	Our CEO appreciates and solicits innovative or creative ideas and suggestions from the staff and volunteers.	3.9	
46	Our CEO does not play favorites and give more credence to one staff members or volunteers over others.	4.1	
27	We are encouraged to work as a team and family; there is no we-versus-they mentality.	4.0	

9	Our CEO has a passion for excellence and drives us hard.	4.2	
51	Our CEO provides the board with the facts and information needed to make good decisions.	4.0	
	<b>Measure 6: Organizational Adaptability</b>		
2	Programs are evaluated to determine if they are successfully meeting member needs.	3.2	
8	Programs not meeting member needs are dropped or revised.	2.9	
11	Leaders and Staff understand that a change in one area affects other areas.	3.2	
17	The organization is open to different approaches to accomplish the same objective.	4.2	
5	The organization constantly reviews, revises policies and procedures to become more effective and efficient.	3.7	
20	The organization is tolerant of risk.	2.5	
40	Staff throughout the organization participate in change.	2.9	
42	Individual accountability is identified when undergoing change.	2.7	
13	The organizational leadership demonstrates an ability to redirect resources based on analysis of the environment.	4.2	
52	Changes in activities and outcomes have occurred without a change in the organization's underlying purpose.	2.0	
	<b>Measure 7: Alliance Building</b>		
25	My organization routinely scans the environment for common and broad issues and challenges that may require action driven by coalitions and partnerships.	3.7	

26	We have clear criteria for determining the organizations with which we should develop relationships.	2.9	
15	Decisions about formal relationships with other organizations are guided by our strategic plan.	3.0	
16	We do not exclude competitors or unconventional organizations as potential partners or collaborators.	2.3	
49	We believe the foundation for effective partnerships or alliances is a win-win: each partner gets something they want from the relationship.	3.2	
31	The major goals for forming an alliance or partnership for our organization is to further our mission and satisfy/meet the needs of members, not necessarily to increase revenue.	3.1	