Category Score Improvement (n = 25 departments)

- - - Integrated Threshold (61)
- Baseline (Sept 2022)
- Post-Implementation (Mar 2025)

Baldrige Category	Baseline (Sept 2022)	Post-Implementation (Mar 2025)
Leadership	45	76
Strategy	38	69
Customers	42	72
Measurement	36	65
Workforce	40	70
Operations	38	68
Results	30	61

Score (0–100)

Baldrige Categories