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| **Principle** | **Steps** | **Applicable** | **Applied** | **Not Applied** | **Can be Applied** | **Cannot be Applied** |
| Customer-Focused Organization | Understand Customer Needs |  |  |  |  |  |
| Balanced Approach |  |  |  |  |  |
| Communication through org. |  |  |  |  |  |
| Customer Satisfaction Measurement |  |  |  |  |  |
| Manage Customer Relationship |  |  |  |  |  |

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| **Principle** | **Steps** | **Applicable** | **Applied** | **Not Applied** | **Can be Applied** | **Cannot be Applied** |
| Leadership | Lead by Example |  |  |  |  |  |
| Respond to change in external env. |  |  |  |  |  |
| Communication through org. |  |  |  |  |  |
| Clear Vision of Org. |  |  |  |  |  |
| Establish shared Values and ethical role models |  |  |  |  |  |
| Provide Required Resources |  |  |  |  |  |
| Inspire, encourage and recognize contribution |  |  |  |  |  |
| Open and honest communication |  |  |  |  |  |
| Educate, Train and coach |  |  |  |  |  |
| Set Challenging Goals |  |  |  |  |  |
| Implement Strategies |  |  |  |  |  |

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| **Principle** | **Steps** | **Applicable** | **Applied** | **Not Applied** | **Can be Applied** | **Cannot be Applied** |
| Involvement of People | Ownership and Responsibility to solve Problem |  |  |  |  |  |
| Seek Opportunities to make Improvements |  |  |  |  |  |
| Share Knowledge and Experience |  |  |  |  |  |
| Creation of values |  |  |  |  |  |
| Be innovative |  |  |  |  |  |
| Improve the way of representing the organization |  |  |  |  |  |
| Satisfaction from Work |  |  |  |  |  |
| Open and honest communication |  |  |  |  |  |
| Making people enthusiastic and proud to be a part of the organization. |  |  |  |  |  |

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| **Principle** | **Steps** | **Applicable** | **Applied** | **Not Applied** | **Can be Applied** | **Cannot be Applied** |
| Process Approach | Defining the Process |  |  |  |  |  |
| Identify and measure the i/o of the process |  |  |  |  |  |
| Identify Process Interfaces with functions |  |  |  |  |  |
| Evaluate possible risks, consequences and impacts of processes on stakeholders |  |  |  |  |  |
| Establish clear responsibility, authority, and accountability for managing the process |  |  |  |  |  |
| Identify internal and external customers and other Stakeholders. |  |  |  |  |  |
| When designing processes, consider process step, activities, flows, control measures, training needs, equipment, methods, information, materials and other resources to achieve the desired result |  |  |  |  |  |

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| **Principle** | **Steps** | **Applicable** | **Applied** | **Not Applied** | **Can be Applied** | **Cannot be Applied** |
| System Approach  Management | Define the system by identifying or developing the processes that affect a given objective |  |  |  |  |  |
| Structure the system to achieve the objective in the most efficient way |  |  |  |  |  |
| Understand the interdependencies among the processes of the system |  |  |  |  |  |
| Continually improve the system through measurement and evaluation |  |  |  |  |  |
| Estimate the resources requirements and established resource constraints prior to action |  |  |  |  |  |

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| **Principle** | **Steps** | **Applicable** | **Applied** | **Not Applied** | **Can be Applied** | **Cannot be Applied** |
| Continual Improvement | Make continual improvement of products, process and Systems an objective for every individual in the organization |  |  |  |  |  |
| Apply the basic improvement concepts of incremental improvement and breakthrough improvement. |  |  |  |  |  |
| Use periodic assessments against established criteria of excellence to identify areas for potential improvement |  |  |  |  |  |
| Continually improve the efficiency and effectiveness of all processes |  |  |  |  |  |
| Promote prevention based activities |  |  |  |  |  |
| Provide ever member of the organization with appropriate training on the methods and tools of continual improvement |  |  |  |  |  |
| Establish measures and goals to guide and track improvements |  |  |  |  |  |
| Recognize improvements |  |  |  |  |  |

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| **Principle** | **Steps** | **Applicable** | **Applied** | **Not Applied** | **Can be Applied** | **Cannot be Applied** |
| Factual Approach to Decision Making | Take measurements and collect data and information relevant to the objective |  |  |  |  |  |
| Ensure that the data and information are sufficiently accurate, reliable and accessible |  |  |  |  |  |
| Analyze the data and information using valued methods |  |  |  |  |  |
| Understand the value of appropriate statistical techniques |  |  |  |  |  |
| Make decisions and take actions based on the results of logical analysis balanced with experience and institution |  |  |  |  |  |

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| **Principle** | **Steps** | **Applicable** | **Applied** | **Not Applied** | **Can be Applied** | **Cannot be Applied** |
| Mutually Beneficial Supplier Relationship | Identify and supply key suppliers |  |  |  |  |  |
| Establish Supplier relationships that balance short-term gains with long-term considerations for the organization and society at large |  |  |  |  |  |
| Create clear and open communications |  |  |  |  |  |
| Initiate joint development and improvement of products and processes |  |  |  |  |  |
| Jointly establish a clear understanding of customers’ needs with experience and institution |  |  |  |  |  |
| Share information and future plans |  |  |  |  |  |
| Recognize supplier improvements and achievements |  |  |  |  |  |