

ASSESS YOUR DEPARTMENT & ORGANIZATION AGAINST HIGH PERFORMANCE ORGANIZATION (HPO) CRITERIA

For each item listed below, circle the number (1, 2, 3, or 4) signaling the degree to which you feel your department/organization has or practices that particular component of being a High Performance Organization (HPO).

ITEM	YOUR DEPARTMENT	YOUR ORGANIZATION
STRATEGIC DIRECTION		
Has a clear vision and mission	☒ • Ž •	☒ • Ž •
Has a strategic plan	☒ • Ž •	☒ • Ž •
Has developed core values (or guiding principles)	☒ • Ž •	☒ • Ž •
Evaluates results (externally and internally)	☒ • Ž •	☒ • Ž •
Lives their core values (or guiding principles)	☒ • Ž •	☒ • Ž •
Ties annual goals and plans to the strategic plan	☒ • Ž •	☒ • Ž •
CUSTOMER		
Understands the customer's needs and wants	☒ • Ž •	☒ • Ž •
Has completed a market assessment	☒ • Ž •	☒ • Ž •
Has performed an analysis of the external environment	☒ • Ž •	☒ • Ž •
Involves customers/suppliers in product/service delivery discussions/decisions	☒ • Ž •	☒ • Ž •
Communicates well with external stakeholders	☒ • Ž •	☒ • Ž •
FINANCIAL		
Ties budget to strategy	☒ • Ž •	☒ • Ž •
INTERNAL PROCESSES		
Measures and maintains efficient processes	☒ • Ž •	☒ • Ž •
Frequently develops new products or services	☒ • Ž •	☒ • Ž •
Uses technology effectively	☒ • Ž •	☒ • Ž •
Partners with other organizations	☒ • Ž •	☒ • Ž •
Committed to continuous improvement	☒ • Ž •	☒ • Ž •
ORGANIZATIONAL CAPACITY		
Communicates well with employees	☒ • Ž •	☒ • Ž •
Creates a positive work environment	☒ • Ž •	☒ • Ž •
Individuals feel connected to vision and mission	☒ • Ž •	☒ • Ž •
Provides clear performance expectations to employees	☒ • Ž •	☒ • Ž •
Provides appropriate performance feedback to employees	☒ • Ž •	☒ • Ž •
Has a strong rewards and recognition system	☒ • Ž •	☒ • Ž •
Strong commitment to skill and knowledge development	☒ • Ž •	☒ • Ž •
Practices succession planning	☒ • Ž •	☒ • Ž •
Encourages reasonable risk-taking	☒ • Ž •	☒ • Ž •
Respects and uses the diversity of talent/perspectives to its advantage	☒ • Ž •	☒ • Ž •
Promotes wellness	☒ • Ž •	☒ • Ž •

LEGEND: ☒ Not Very Well • Somewhat Ž Quite a Bit • Very Well/Outstanding