

*Choice Performance Confirmation*  
 Baldrige/WSQA Question Crosswalk  
 performanceexcellencenw.org  
<https://www.nist.gov/document/2023-2024-baldrige-excellence-builder-pdf>

Confirmation Criteria	SHR Preliminary Application Question	WSQA Question	2008 Baldrige Reference	Baldrige Question
<b>Introduction (not rated/evaluated)</b>	What are your organization’s purpose, vision, mission and values?		P1a.(1)	How does your organization develop and deploy its key strategic objectives and action plans to achieve those objectives?
	What are your organization’s main services and organizational structure?			
	What are your organization’s philosophy and goals for performance management?		P2c.	How do you maintain an organizational focus on performance improvement, including organizational learning?
			P2a.(3)	How do you set credible, measurable and verifiable organizational goals and cascade those goals to each division, work unit, team and individual employee?

Confirmation Criteria	SHR Preliminary Application Question	WSQA Question	2008 Baldrige Reference	Baldrige Question
<p><b>Executive commitment</b></p>	<p>How has your leadership demonstrated its commitment to a performance-based culture and receiving performance management confirmation?</p> <p>Your response should describe:</p> <ul style="list-style-type: none"> <li>• How your executive leadership has communicated its commitment to receiving performance management confirmation.</li> <li>• How your organization has allocated adequate resources to achieve performance management confirmation.</li> </ul>	<p>How do senior leaders set organizational vision and values? (Category 1.a)</p>	<p>1.1a(3)</p>	<p>How do senior leaders foster an environment focused on performance improvement and the accomplishment of your mission and strategic objectives?</p>
		<p>What are your key strategic objectives? (Category 2.a)</p> <p>How do your strategic objectives address your strategic challenges and strategic advantages? (Category 2.b)</p>	<p>2.1 and 2.2</p>	<p>How does your organization develop and deploy its key strategic objectives and action plans to achieve your strategic objectives?</p>
		<p>How do you deploy action plans throughout the organization to achieve your key strategic objectives? (Category 2.c)</p>	<p>2.2a.(1)</p>	<p>How do you set credible, measurable and verifiable organizational goals and cascade those goals to each division, work unit, team and individual employee?</p>
		<p>How do senior leaders set organizational vision and values? (Category 1.a)</p>	<p>1.1b(1)</p>	<p>How do senior leaders take an active role in reward and recognition programs to reinforce high performance and a customer and business focus?</p>

Confirmation Criteria	SHR Preliminary Application Question	WSQA Question	2008 Baldrige Reference	Baldrige Question
		Describe how your organization addresses its responsibilities to the public and ensures ethical behavior. (Category 1.c)	1.1a(1)	How do senior leaders' personal actions reflect a commitment to the organization's values?
		How do senior leaders communicate with and engage the entire workforce? (Category 1.b)	1.1b(1)	How do senior leaders communicate with, empower and motivate all employees throughout the organization?
		How do senior leaders communicate with and engage the entire workforce? (Category 1.b)	1.1b(1)	How do senior leaders encourage frank, two-way communication throughout the organization?
<b>Readiness assessment</b>	<p>What is your organization's experience implementing formal recognition or reward programs? How are these programs aligned with your business goals and measures?</p> <p>Your response should describe:</p> <ul style="list-style-type: none"> <li>Your experience with formal recognition programs.</li> <li>How this experience demonstrates your ability to successfully implement a performance incentive program (if applicable).</li> </ul>		5.1a(2)	How do you foster an organizational culture conducive to high performance and a motivated workforce dedicated to individual goal setting, empowerment and initiative?
	<p>How has your leadership promoted and supported organizational performance planning and results?</p> <p>Your response should describe:</p> <ul style="list-style-type: none"> <li>Your process for developing your strategic plan.</li> </ul>	<p>How do you review organizational performance and capabilities? (Category 4.b)</p> <p>What are your key performance measures or indicators and in-process measures for the control and</p>	6.2b	How do you review and improve your processes to achieve better performance, improve consistency and stay current with business needs and direction?

Confirmation Criteria	SHR Preliminary Application Question	WSQA Question	2008 Baldrige Reference	Baldrige Question
<b>Readiness assessment (cont'd.)</b>	<ul style="list-style-type: none"> <li>Your process for monitoring and reporting performance against goals.</li> <li>How your process integrates with other planning and assessment systems (GMAP, WSQA, etc.).</li> <li>The systems you have in place for communicating performance results.</li> </ul>	improvement of your work processes? (Category 6.d)	6.2b	<p>How are improvements and lessons learned shared with other organizational units and processes to drive organizational learning and innovation?</p> <p>What is your approach to self assessment and continuous quality improvement?</p>
	<p>How confident are your employees in the organization's ability to manage performance?</p> <p>Your response should describe:</p> <ul style="list-style-type: none"> <li>Your survey process.</li> <li>Your survey results.</li> <li>Your gap analysis and action plan to get to 65% agreement and 75% overall response rate</li> </ul>	How does your workforce development and learning system address your core competencies, strategic challenges and accomplishment of your action plans? (Category 5.b)	5.1	How do you build and maintain a work environment and employee support climate that enable employees to develop and use their full potential in alignment with your organization's overall objectives and action plans?
	<p>What do your self assessment results tell you that you need to work on?</p> <p>Your response should describe:</p> <ul style="list-style-type: none"> <li>Your process for completing the self-assessment.</li> <li>The key areas* identified in your gap analysis.</li> </ul>	<p>How do you determine the key factors that affect workforce engagement and workforce satisfaction? How do you assess workforce engagement and workforce satisfaction? (Category 5.a)</p> <p>How do you determine customer satisfaction, dissatisfaction and loyalty? (Category 3.c)</p>	5.1a(1)	How do you assess employee well-being, satisfaction and motivation? What are the factors that affect employee well-being, satisfaction and motivation?

Confirmation Criteria	SHR Preliminary Application Question	WSQA Question	2008 Baldrige Reference	Baldrige Question
		How do assess your workforce capability and capacity needs, including skills, competencies and staffing levels? (Category 5.c)	5.1b.(2)	How do you assess the level of supervisor competency to implement and maintain the performance management system?
<b>Roles and responsibilities</b>	How do your assigned roles and responsibilities support your employee performance management program?  Your response should describe: <ul style="list-style-type: none"> <li>• The current assignments.</li> <li>• How assignments are communicated.</li> <li>• How they contribute to the current performance management system.</li> </ul> What are the most significant gaps?	What are your organization’s core competencies and how do they relate to your mission, competitive environment and action plans? (Category 6.a)	5.1b.(1)	How do your role and responsibility assignments ensure sustainability of the performance management system, including checks and balances, mechanisms for maintaining momentum, adequate monitoring and achieving the desired results?

Confirmation Criteria	SHR Preliminary Application Question	WSQA Question	2008 Baldrige Reference	Baldrige Question
<b>Management accountability</b>	<p>How are your managers and supervisors held accountable for consistent, equitable and transparent administration of your performance management program?</p> <p>Your response should describe:</p> <ul style="list-style-type: none"> <li>• Your accountability standards and practices, including the consequences of poor performance for managers and supervisors.</li> <li>• How accountability standards, practices and consequences are communicated to managers and supervisors.</li> <li>• Your monitoring and tracking processes for ensuring compliance.</li> </ul>	<p>Describe how your organization addresses its responsibilities to the public and ensures ethical behavior. (Category 1.c)</p>	<p>1.2a(1)</p>	<p>How does your organization address and ensure accountability for management's actions?</p>
	<p>What are the most significant gaps?</p>			
<b>Policies and procedures</b>	<p>How do your policies and procedures support your performance management program?</p> <p>Your response should describe:</p> <ul style="list-style-type: none"> <li>• How your current salary determination policy and employee performance management policy contribute to the success of your performance management program.</li> <li>• Your process for developing and implementing your policies and procedures.</li> </ul>	<p>What are your organizations key work processes? (Category 6.b)</p> <p>What are the key requirements for these processes? (Category 6.c)</p>		
	<p>What are the most significant gaps?</p>			

Confirmation Criteria	SHR Preliminary Application Question	WSQA Question	2008 Baldrige Reference	Baldrige Question
<p><b>Communication strategy</b></p>	<p>What is your internal communication strategy during development of your employee performance management program?</p> <p>Your response should describe:</p> <ul style="list-style-type: none"> <li>• Your communication strategy, including:               <ul style="list-style-type: none"> <li>○ Key themes you intend to communicate to managers/supervisors.</li> <li>○ Key themes you intend to communicate to employees.</li> </ul> </li> <li>• The significant communication risk areas that you will need to address.</li> <li>• Contingency plans for eliminating misunderstandings and destructive myths.</li> </ul>	<p>How do you enable customers to seek information, obtain services and make complaints? (Category 3.b)</p>	<p>5.1a(2)</p>	<p>How do you foster an organizational culture conducive to effective information flow and two-way communication with supervisors and managers?</p>
		<p>How do you select, collect, align and integrate data and information for tracking daily operations and for tracking overall organizational performance? (Category 4.a) How do you make needed data and information available? (Category 4.c)</p>	<p>4.2a</p>	<p>How do you make available and accessible current information on organizational performance?</p>
	<p>What is your strategy for communicating with key external stakeholders (e.g., boards, legislators, regulators and media) during development of the program?</p> <p>Your response should describe:</p> <ul style="list-style-type: none"> <li>• How you plan to communicate your intent to implement a performance incentive program with external clients and customers.</li> </ul>	<p>How do you capture customer-related information (i.e., requirements, needs and expectations)? How do you determine which requirements are most important? (Category 3.a)</p>	<p>P.1b(2)</p>	<p>Who are your key customers and stakeholder groups?</p>

Confirmation Criteria	SHR Preliminary Application Question	WSQA Question	2008 Baldrige Reference	Baldrige Question
<b>Orientation and training</b>	How does your training and development strategy support your performance management culture?  Your response should describe: <ul style="list-style-type: none"> <li>• Your commitment to training.</li> <li>• Your core management/supervisor and employee training requirements.</li> <li>• Your process and tools for monitoring compliance.</li> <li>• Your current level of compliance.</li> </ul>	How do you assess your workforce capability and capacity needs, including skills, competencies and staffing levels? (Category 5.c)	5.2a(1)	How do employee education, training and development contribute to the achievement of your action plans and address your key needs associated with organizational performance improvement?
		How does your workforce development and learning system address your core competencies, strategic challenges and accomplishment of your action plans? (Category 5.b)	5.2a(3)	How do you seek and use input from employees and their supervisors and managers on education, training and developmental needs?
		How do you manage organizational knowledge to accomplish the collection and transfer of workforce knowledge? (Category 4.d)	5.2a(4)	How do you incorporate both formal and informal delivery approaches in your developmental opportunities (e.g., mentoring)?
	What are the most significant gaps?	How do you assess your workforce capability and capacity needs, including skills, competencies and staffing levels? (Category 5.c)	5.2a(1)	How do you evaluate the effectiveness of education and training, taking into account individual and organizational performance?
<b>PDP implementation</b>	How do your performance planning and evaluation (PDP) practices support your performance management program?	What are your organization's core competencies and how do they relate to your mission, competitive	5.1a(1)	How do you determine the key factors that affect workforce engagement? How



Confirmation Criteria	SHR Preliminary Application Question	WSQA Question	2008 Baldrige Reference	Baldrige Question
	<p>Your response should describe standards and expectations for :</p> <ul style="list-style-type: none"> <li>• Conducting job analysis and accurately writing position description forms (PDFs).</li> <li>• Setting expectations in the PDPs.</li> <li>• Providing employees with verbal and written feedback.</li> <li>• Communicating and explaining organizational performance measures.</li> </ul>	<p>environment and action plans? (Category 6.a)</p> <p>What are your organizations key work processes? How do these relate to your core competencies? (Category 6.b)</p> <p>How does your workforce development system address your core competencies, strategic challenges and accomplishment of your action plans? (Category 5b)</p>		<p>do you determine the key factors that affect workforce satisfaction? How are these factors determined for different workforce work groups?</p>
	<p>What are the most significant gaps?</p>			
<p><b>Funding Approach</b></p>	<p>None</p>			
<p><b>Monitoring and measuring success</b></p>			<p>4.1a(1)</p>	<p>How does your organization measure and review its performance, including progress relative to your strategic goals and action plans? Include your key organizational performance measures or indicators of accomplishment.</p>

Confirmation Criteria	SHR Preliminary Application Question	WSQA Question	2008 Baldrige Reference	Baldrige Question
			4.1b(2)	How do you translate organizational performance review findings into priorities for improvement and deploy those priorities through the organization?
				How will you establish a relationship between employee performance and organizational results and use the information to improve your performance management system?
				How will your monitoring approach ensure that your performance management system is viewed as fair and rewarding to your employees? How will you ensure the integrity of your performance-based practices, including the specific safeguards you will implement?