**Foundations for a**

**Successful Business**

**Based on the Baldrige Excellence Framework®**

## Your Turn

Now it is time to take a deeper dive and evaluate your key processes and results. Below are key questions for each of the fundamental areas of the *Foundations for a Successful Business*.

**Organizational Context**

1. What does your organization want to accomplish (your mission)?
2. Where do your senior leaders want to take it in the future (your vision)?
3. What groups of people are important for your organization's success?
4. What are the strengths that contribute to your organization's success and ability to compete?
5. How can you build on those strengths?
6. What are your organization's internal weaknesses that could affect success?
7. What are your organization's external weaknesses that could affect success?

**Leadership**

1. How do your leaders model your organization’s values?
2. How do your leaders communicate with employees and customers?
3. How do you listen to employees and customers?
4. In what ways do your leaders ensure that the organization obeys the law?
5. How does your leadership fulfill its responsibilities to the neighboring community and   
   public at large?

**Strategy**

1. How does your organization determine and set *specific* objectives and *measurable* goals?
2. In what ways does your organization encourage and identify innovative ideas?
3. How is progress monitored?
4. How does your organization adapt?

**Customers**

1. How does your organization determine and set *specific* objectives and *measurable* goals?
2. In what ways does your organization encourage and identify innovative ideas?
3. How is progress monitored?
4. How does your organization adapt?

**Data and Analysis**

1. What measures do you regularly use to gauge how well your organization is doing overall?
2. How do you use data and results to make decisions?
3. How are important data made available to those who need them?
4. How does your organization share best practices?
5. How does your organization protect data?

**Workforce**

1. How do you hire and develop a diverse workforce?
2. How do determine the size and skills of the workforce needed?
3. In what ways do you support and keep your workforce safe (e.g., benefits, policies)?
4. How do your workforce members learn and progress in their skills or career?

**Operations**

1. How can you ensure that the work performed is organized into regular, repeatable steps?
2. How do regularly evaluate and improve your products, services, and business processes?
3. In what ways do you control the costs of your operations and the resources they use?
4. How are you prepared for disasters and emergencies?

**Results**

1. How well is your organization doing overall?
2. How do you track results for trust in leadership?
3. In what ways do you track customer satisfaction and repeat business?
4. How do you track your workforce members’ job satisfaction and commitment to the organization?
5. How do you track the quality of your products, services, and operational performance?
6. How do you track your organization’s financial performance and growth?

**Learn and Improve**

1. How well is your organization doing overall?
2. How do you track results for trust in leadership?

### Contact

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06/2023