

Process Improvement Plan Scoring Guide

CRITERIA	NON-PERFORMANCE	BASIC	PROFICIENT	DISTINGUISHED
Assess the steps for a selected process.	Does not identify the steps for a selected process.	Identifies but does not assess the steps for a selected process.	Assesses the steps for a selected process.	Assesses the steps for a selected process and identifies key steps relevant for the scenario within the process flowchart.
Prepare a procedure documenting a selected process.	Does not explain a procedure documenting a selected process.	Explains but does not prepare a procedure documenting the selected process.	Prepares a procedure documenting a selected process.	Prepares a procedure documenting a selected process and summarizes its purpose, the steps, and metrics measuring performance.
Analyze data for process changes for a selected process.	Does not describe data for process changes for a selected process.	Describes but does not analyze data for process changes for a selected process.	Analyzes data for process changes for a selected process.	Evaluates data for process changes for a selected process, including sources to support rationale.
Analyze the cause and effect of process variances.	Does not describe the cause and effect of process variances.	Describes but does not analyze the cause and effect of process variances.	Analyzes the cause and effect of process variances.	Evaluates the cause and effect of process variances, including management, manpower, method, measurement, machine, and materials.
Recommend quality and customer service improvements for a selected process.	Does not identify quality and customer service improvements for a selected process.	Identifies but does not recommend quality and customer service improvements for a selected process.	Recommends quality and customer service improvements for a selected process.	Recommends quality and customer service improvements for a selected process and summarizes key points to support recommendations that meet the business' goals.
Write coherently to support a central idea with correct grammar, usage, and mechanics as expected of a business professional.	Writing does not support a central idea. Does not use correct grammar, usage, and mechanics as expected of a business professional.	Writing supports an idea but is inconsistent and contains major errors of grammar, usage, and mechanics.	Writes coherently to support a central idea with correct grammar, usage, and mechanics as expected of a business professional.	Writing is coherent and consistently appropriate, using evidence to support a central idea and with correct grammar, usage, and mechanics as expected of a business professional.