

Introducing Scorebook Navigator™



What does Scorebook Navigator™ do?

Scorebook Navigator™ is a web-based service that truly reduces an examiner's workload. Rather than trying to format a scorebook using MS Word, Scorebook Navigator already has all fields set up and ready for input.

Scorebook Navigator gives examiners a quick reference to Key Factors, and Baldrige criteria, while allowing them to easily review the application.

“ In Stage 1, this software reduced my time by 34% compared to using the standard MS Word scorebook. Only been doing Baldrige evaluations since 1989, and the new Stage 1 formats since 2006. Just food for thought - your program should seriously consider using this software.”

~ Mike Belter, Ohio Partnership for Excellence

Benefits

- ◆ Easy-to-use, intuitive interface
- ◆ Enables examiner to focus on content rather than formatting and organizing information
- ◆ Save 20% to 25% time for Stage I Application (10 to 15 hours)
- ◆ Fields for Key Factors are easily and quickly populated for each item
- ◆ System Usage, Score Summary, and Key Factor References reports are automatically generated (never available from MS Word)
- ◆ Scoring grid ranges are on the same page for easy reference
- ◆ Works for both Full Examination applications and Abbreviated Assessment Applications
- ◆ Outputs MS Word-compatible scorebook document for painless editing before final submission — Spell check included
- ◆ Completely Web-based—no costly software to install or maintain—access from any Internet-connected computer

The screenshot displays the 'Item Evaluation' screen for '3.1 - Customer and Market Knowledge'. It includes a 'Key Factor References' section with detailed text for each key factor (e.g., 'Full address and extension numbers, zip/codes, transport, and distribute food to the food service through partnerships with 55 member agencies...'). Below this is an 'Evaluation Factors' table with columns for Item Ref., Process, KP Ref., Approach, Deployment, Improvement, and Integration. The table contains several rows of evaluation data. At the bottom, there is a 'Gaps' section and a 'Scoring Grid' table.

Final Score	Overall	Approach	Deployment	Learning	Integration	Key Factors	Evaluation Factors	Gaps	Notes
40%	30-42%	33-42%	30-42%	33-42%	33-42%	3 (0, 1 -14w)	2 (0, 0 -14w)	1 (0, 0 -14w)	
Factor	0-5%	33-25%	30-42%	30-42%	30-42%	70-85%	70-85%	70-85%	
Approach	No systematic approach to evidence collection is essential	Beginning of systematic approach to the basic requirements of the item	An effective, systematic approach to the basic requirements of the item	An effective, systematic approach to the basic requirements of the item	An effective, systematic approach to the basic requirements of the item	An effective, systematic approach to the basic requirements of the item	An effective, systematic approach to the basic requirements of the item	An effective, systematic approach to the basic requirements of the item	An effective, systematic approach to the basic requirements of the item
Integration	No organizational alignment or evidence, individual areas or work units implement	The approach is aligned with other areas or work units, largely through joint problem solving	The approach is in early stages of alignment with other organizational needs identified in response to the other Criteria items	The approach is aligned with other organizational needs identified in response to the other Criteria items	The approach is aligned with other organizational needs identified in response to the other Criteria items	The approach is aligned with other organizational needs identified in response to the other Criteria items	The approach is aligned with other organizational needs identified in response to the other Criteria items	The approach is aligned with other organizational needs identified in response to the other Criteria items	The approach is aligned with other organizational needs identified in response to the other Criteria items
Item 3.1 Overall	0-5%	33-25%	30-42%	30-42%	30-42%	70-85%	70-85%	70-85%	
Item 3.1 Overall	0-5%	33-25%	30-42%	30-42%	30-42%	70-85%	70-85%	70-85%	
Item 3.1 Overall	0-5%	33-25%	30-42%	30-42%	30-42%	70-85%	70-85%	70-85%	

Item Evaluation screen: 3.1 – Customer and Market Knowledge

100% of users would recommend Scorebook Navigator to other examiners.*

*based on Jan. 2007 user survey

Benefits of a Web-based service

- ◆ Low deployment cost
- ◆ Better user experience
- ◆ Low support cost
- ◆ Universal access

See what examiners are saying about *Scorebook Navigator* and Jim Shaw:

“In Stage 1, this software **reduced my time by 34%** compared to using the standard MS Word scorebook. In Stage 2, it usually takes me about 3 hours per Item to prepare the Pre-Consensus work. I averaged 105 minutes per Item, and we had ten examiners do the Stage 1. And I did not have to fight the font changes when I cut and pasted that occur in Word. Our team’s experienced examiners saw the same improvements. New examiners still struggled, but the software gives the team leader the capability to monitor progress and mentor. During the weekend before our Consensus meeting, we could see each team member’s progress in real time, so we could save time doing the Lead & Back-up reviews. Only been doing Baldrige evaluations since 1989, and the new Stage 1 formats since 2006. **Just food for thought—your program should seriously consider using this software.**” ~ *Mike Belter, Ohio Partnership for Excellence*

“The Web-based assessor is an extremely efficient and effective tool that assists examiners by saving time, helping with alignment of the criteria and the applicant’s application, and organizing the information for ease of use.” ~ *Laura K.*

“Awesome! The logical organization and presentation of the Baldrige performance assessment process was extremely helpful. A very valuable tool for the examiner and also for an applicant preparing for an application.” ~ *Mark C.*

“I had a few questions while using the [Scorecard Navigator] and Jim was rapidly responsive and very attentive. When I had trouble, I felt that he put all his other work aside to help. Thank you for making my life as an examiner easier. I can’t wait to use this for consensus!” ~ *Shannon M.*

“Fantastic. I am a new examiner and completed the case study training through the regular process and my first applicant review using your product. No comparison in ease of use. I cannot imagine doing it the other way.” ~ *Jim W.*

“Having the key factors available to simply click on to fill in this section [Key Factors] for each category was very helpful. Overall, the online scorebook made the process so much faster and easier; I didn’t have to go back and look things up and type everything manually.” ~ *Darcie J.*

The screenshot shows the 'System Usage' report for 'Demo of Stage II'. The table lists various tasks and their completion times for a user named 'Demo Team Leader'.

Name	Scorebook	ScreenPage	Task	Units	Stage Time	Log Stage/Unit
Demo of Stage I						
Item Evaluation						
			1.1 - Senior Leadership	14	4 hr 22 min 21 sec	18 min 7 sec
			3.1 - Customer and Market Knowledge	7	3 hr 58 min 23 sec	20 min 29 sec
			5.2 - Customer Relationship and Satisfaction	7	3 min 55 sec	25 sec
			Item Evaluation Total	28	7 hr 23 min 49 sec	14 min 2 sec
Key Factors						
			P.1a - Organizational Environment	7	2 min 21 sec	13 sec
			Key Factors Total	7	2 min 21 sec	13 sec
Key Themes						
			Insights	7	4 min 38 sec	53 sec
			Key Themes Total	7	4 min 38 sec	53 sec
Reports						
			Key Factors	7	2 min 8 sec	18 sec
			Key Themes	7	58 sec	8 sec
			Score Summary	7	1 min 27 sec	11 sec
			Score Summary	7	2 min 52 sec	10 sec
			Overall Factors	7	10 min 48 sec	2 min 7 sec
			System Usage	7	3 min 2 sec	28 sec
			System Usage By Month	7	18 min 27 sec	3 min 23 sec
			Team Members	7	2 min 5 sec	21 sec
			Reports Total	58	44 min 8 sec	47 sec
			Demo of Stage I Total	36	7 hr 22 min 58 sec	5 min 21 sec

System Usage tracking from the Reports menu.

The screenshot shows the 'Score Summary' report for 'Demo of Stage I'. The table lists items, criteria, and scores.

Item No	Criteria/Item	Total Points Possible	Percent Score	Score
1 Leadership				
1.1	Senior Leadership	70	80	56
1.2	Governance and Social Responsibilities	50	50	25
2 Strategic Planning				
2.1	Strategy Development	40		
2.2	Strategy Execution	40		
3 Customer and Market Focus				
3.1	Customer and Market Knowledge	40	40	16
3.2	Customer Relationship and Satisfaction	40		
4 Measurement, Analysis, and Knowledge Management				
4.1	Measurement, Analysis, and Improvement of Organizational Performance	40		
4.2	Management of Information, Information Technology, and Knowledge	40		
5 Workforce Focus				
5.1	Workforce Engagement	40		
5.2	Workforce Environment	40	25	14
6 Process Management				
6.1	Work System Design	20		
6.2	Work Process Management and Improvement	20		
7 Results				
7.1	Product and Service Outcomes	100		
7.2	Customer-Focused Outcomes	70	48	34
7.3	Financial and Market Outcomes	70		
7.4	Workforce-Focused Outcomes	70		
7.5	Process Performance Outcomes	70		
7.6	Leadership Outcomes	70	40	28
	Grand Total	1000		139

Score Summary from the Reports menu.