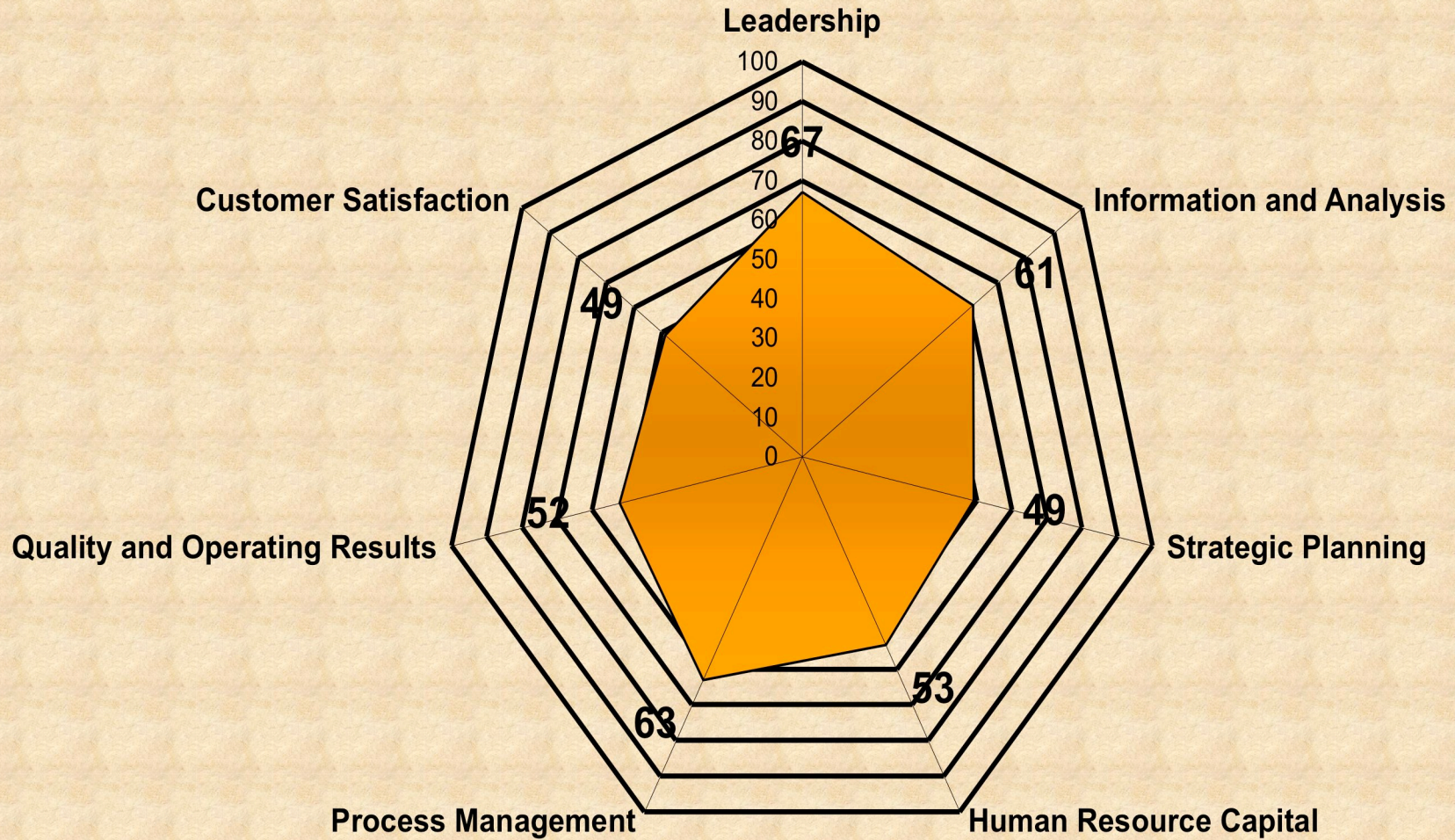


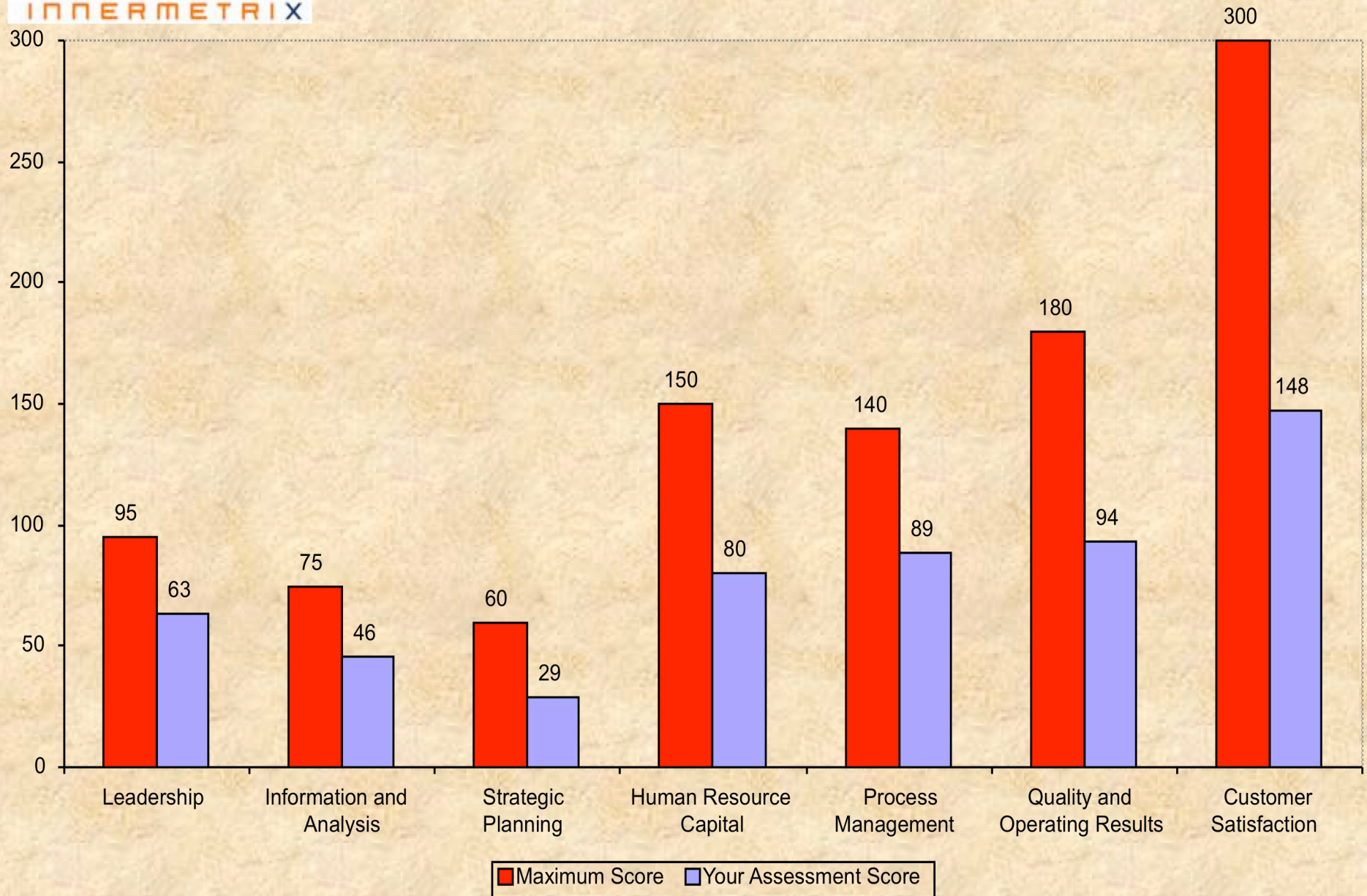


Malcolm Baldrige SWOT Summary





SWOT Total Point Summary Analysis



SWOT Assessment Using the Malcolm Baldrige Model






Quick Overview

The Malcolm Baldrige Quality Improvement Program provides guidelines for improving quality within an organization. 91 criteria are evaluated and scored for assessing overall quality performance within the organization. The 91 criteria fall into 7 categories, as summarized below:

	<i>Maximum Score</i>	<i>Your Assessment Score</i>	<i>Percentage</i>
1.0 Leadership	95	63	67%
2.0 Information and Analysis	75	46	61%
3.0 Strategic Planning	60	29	49%
4.0 Human Resource Capital	150	80	53%
5.0 Process Management	140	89	63%
6.0 Quality and Operating Result	180	94	52%
7.0 Customer Satisfaction	300	148	49%
Total Points	1000	548	55%

Color Scoring:

	Good overall score
	Caution - needs to improve
	Poor - needs major improvement

Color Scoring

Your percentage scores are highlighted in one of three colors:

	Good Score falls in a range between =>	70%	100%
	Caution falls in a range between =>	50%	69%
	Poor Score falls in a range between =>	0%	49%