Linkage Between the Organizational Profile and Process Categories

1 – Leadership

P.1a(2). What are your mission, vision, and values? What are the defining characteristics of your organizational culture? What are your organization's core competencies, and what is their relationship to your mission and vision?

P.1b(1). What are your organizational leadership and governance structures? What are the key components of your organization's leadership system? What are the reporting relationships among your governance system, senior leaders, and parent organization, as appropriate?

P.1a(5). What are your key applicable regulations, and accreditation, certification, or registration requirements?

2 – Strategy

P.1a(2). What are your mission, vision, and values? What are the defining characteristics of your organizational culture? What are your organization's core competencies, and what is their relationship to your mission and vision?

P.2a(1). What are your size, share, and growth in your industry or the markets you serve? How many and what types of competitors do you have? What differentiates you from them?

P.2a(2). What key changes, if any, are affecting your competitive situation, including changes that create opportunities for collaboration and innovation, as appropriate?

P.2b. What are your key strategic challenges, threats, advantages, and opportunities?

P.2c. What is your overall system for performance improvement? What key tools and methods are used as part of this system?

3 – Customers

P.1b(2). What are your key market segments, customer groups, and stakeholder groups, as appropriate? What are their key requirements and expectations for your products and/or services, customer support services, and operations, including any differences among the groups?

P.1a(1). What are your main products and/or services? What is the relative importance (including percentage of revenue/budget) of each product or service to your success? What are the delivery methods for these products and/or services?

4 – Measurement, Analysis, and Knowledge Management

P.2a(3). What key sources of comparative and competitive data are available from within your industry? What key sources of comparative data are available from outside your industry? What limitations, if any, affect your ability to obtain or use these data?

P.2c. What is your overall system for performance improvement? What key tools and methods are used as part of this system?

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5 – Workforce

P.1a(3). What is your workforce profile? What are your workforce or employee groups and segments and the key engagement drivers for each? What key changes are you experiencing in your workforce capability, capacity, and composition?

P.1a(4). What are your major assets, such as facilities, equipment, technologies, and intellectual property?

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6 – Operations

P.1a(1). What are your main products and/or services? What is the relative importance (including percentage of revenue/budget) of each product or service to your success? What are the delivery methods for these products and/or services?

P.1a(4). What are your major assets, such as facilities, equipment, technologies, and intellectual property?

P.1b(3). What are your key types of suppliers, partners, and collaborators? What role do they play in producing and delivering your key products and/or services and customer support services? What role do they play in contributing and implementing innovations in your organization? What are your key supply-network requirements?

P.2a(2). What key changes, if any, are affecting your competitive situation, including changes that create opportunities for collaboration and innovation, as appropriate?

P.2c. What is your overall system for performance improvement? What key tools and methods are used as part of this system?