

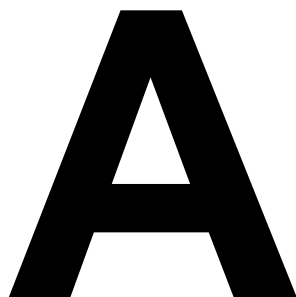
The A B C's  
Of  
Corporate Pandemic  
Assessment

A = ASSESSMENT

B = BENCHMARKING

C = CORPORATE PANDEMIC PLAN

Donald C. Fisher, Ph.D.  
Executive Director/CEO  
MSQPC – The Quality Center  
22 North Front Street – Suite 200  
Memphis, TN 38103



# Quick and Easy Corporate Pandemic Assessment

## Reasons for Conducting A Corporate Pandemic Assessment

- To coordinate your organization's corporate pandemic efforts and initiatives reduce costs, improve delivery cycle-time, enhance efficiencies and ensure a better corporate alignment
- To receive a "results-oriented" organizational review of your own organization's corporate pandemic efforts
- To gain knowledge of the various corporate pandemic initiatives that are aligned throughout your organization
- To identify vendor/customer strengths and opportunities for improvement that can be better aligned with your organization's corporate pandemic goals and plans
- To improve overall customer performance and service quality
- To use as a tool to gauge, improve, and manage on-going vendor/customer relationships
- To use assessment results to better align your organization's corporate pandemic short and longer-term strategic plans and goals
- To use as a tool to identify efficiencies, service quality, process improvements and continuous improvement opportunities
- To recognize and reward employees in their corporate pandemic efforts

The Corporate Pandemic Assessment ensures that your organization's strategic plans and goals are aligned with your organization's corporate pandemic goals and directions.

## Organizational Profile

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Check One:

Vendor

Customer

Own Organization

**Organizational Environment** (Describe how the organization's main products, offerings, and services are impacted by corporate pandemic issues).

**Organizational Relationship** (Describe how the organization meets corporate pandemic needs of employees, key customer segments, stakeholder groups, vendors, and partners).

**Competitive Environment** (Describe the organization's competitive position and approach to addressing corporate pandemic issues relative to other comparable organizations delivering similar products, offerings, and services).

**Strategic Challenges** (Describe how the organization's key operations, human resources, community and industry-related challenges are impacted by corporate pandemic issues).

**Performance Improvement System** (Describe the organization's overall approach to performance improvement, and systematic evaluation and protection of its corporate pandemic initiatives).

## Corporate Pandemic Assessment Evaluation Dimensions

The organization scoring system is based on three evaluation dimensions:

(1) approach, (2) deployment, and (3) results. All three dimensions should be considered before assigning a score.

### The Three Assessment Dimensions

#### ***Approach***

Approach refers to the method(s) the organization uses to accomplish its activities and performance initiatives. The scoring criteria used to evaluate the approach may include one or more of the following, as appropriate:

- The effectiveness of the use of methods, tools, and techniques
- The degree to which the approach embodies effective evaluation/improvement cycles
- The degree to which the approach is based upon quantitative information that is objective and reliable
- The degree to which the approach is prevention-based
- The uniqueness and innovativeness of the approach, including significant and effective new adaptations of tools and techniques used in other corporate applications
- The uniqueness of the approach

#### ***Deployment***

Deployment refers to the extent to which the organization applies and/or distributes its activities and performance initiatives among employees, customers, vendors, stakeholders, and/or departments. The scoring criteria used to evaluate deployment may include one or more of the following, as appropriate:

- The appropriate and effective application among employees, customers, suppliers, stakeholders, and/or departments
- The appropriate and effective application to all transactions and interactions with employees, customers, suppliers, stakeholders, and/or departments
- The activity involves all employees
- The activity is applied in all departments

#### ***Results***

Results refers to outcomes the organization achieves when applying their activities and performance initiatives. The scoring criteria used to evaluate results may include one or more of the following, as appropriate:

- The rate of quality and performance improvement
- The breadth of quality and performance improvement
- The demonstration of sustained performance improvement
- The comparison with competitive and/or “Best Practice” organization initiatives
- The organization’s ability to show that improvement results were derived from its strategic initiatives.

## Guidelines for the Corporate Pandemic Assessment

### Introduction

The assessment is a carefully considered evaluation resulting in an opinion or judgment of the effectiveness and efficiency of the organization and the maturity of the organization's performance management system. Self-Assessment is usually performed by the organization's own employees. The intent of the assessment is to provide fact-based guidance to the organization regarding where to invest resources to ensure corporate pandemic protection of products/services and/or activities and improvement in overall service quality.

The assessment is intended to provide an approach to determine the relative degree of maturity of the organization's quality system and to identify the main areas of improvement. Specific features of the organizational self-assessment approach are that it can:

- be applied to gauge the organization's overall corporate pandemic initiatives,
- be completed quickly with internal resources,
- be completed by a multi-disciplinary team, or by one person in the organization who is supported by senior leadership,
- identify and facilitate the prioritization of the organization's strengths and opportunities for improvement and identification of corporate pandemic planning issues, and
- facilitate maturing and aligning of the organization's corporate pandemic activities and ultimately improving overall performance excellence.

## Corporate Pandemic Self-Assessment Scoring Profile

### Approach/Deployment

Maturity Level	Performance Level	Guidance
0	Approach	No Approach/Anecdotal
1 (Launching)	Approach	Good Approach/No Deployment
2 (Evolving)	Approach	Systematic Approach/ Not Fully Deployed
3 (Progressing)	Deployment	Sound Approach/ Partial Deployment
4 (Accomplishing)	Deployment	Sound Approach/ Mostly Deployed
5 (Notable)	Deployment	Sound Approach/ Full Deployment

### Results

Maturity Level	Performance Level	Guidance
0	Results	No Performance Results/ Anecdotal
1 (Launching)	Results	Some Performance Results
2 (Evolving)	Results	Good Performance Results
3 (Progressing)	Results	Some Trends/ Good Results
4 (Accomplishing)	Results	Many Improvement Trends/ Good Results
5 (Notable)	Results	Excellent Trends/ Sustained Results

## **Corporate Pandemic Assessment**

List strengths and opportunities based on assessment. Align and transform key findings into a Corporate Pandemic Plan.

### **Strengths**

### **Opportunities**

### **Corporate Pandemic Planning Issues**

#### **Short Term (1 to 2 years)**

1.

2.

#### **Long Term (2 years or more)**

1.

2.

**1 Leadership**

(Circle one)

- 1. Senior Leadership sets and deploys the organization’s corporate pandemic values, strategic directions, and performance expectations to all key stakeholders.

0	1	2	3	4	5
Approach			Deployment		

- 2. Senior Leaders create an environment for empowerment, ethical behavior, and equity for all employees.

0	1	2	3	4	5
Approach			Deployment		

- 3. Organization’s corporate ethics and accountability issues are addressed by senior leadership (i.e. management accountability for the organization’s actions, fiscal accountability, independent internal/external audits, and protection of stakeholder interests.)

0	1	2	3	4	5
Approach			Deployment		

- 4. Senior leaders review the organization’s corporate pandemic performance, capabilities, and practices relative to competitors and comparable organizations short/longer term goals, and achievements.

0	1	2	3	4	5
Approach			Deployment		

- 5. Senior leaders identify, review, and share with stakeholders key performance measures on a regular basis that include measures/indicators of achievement of the organizations strategy and action plans for corporate pandemic issues.

0	1	2	3	4	5
Approach			Deployment		

- 6. Senior leaders translate key performance review findings into priorities for legal, regulatory, and accreditation results that support overall corporate pandemic plans.

0	1	2	3	4	5
Approach			Deployment		

- 7. Organization’s senior staff are reviewed by key stakeholders and the findings are used to improve their corporate pandemic leadership.

0	1	2	3	4	5
Approach			Deployment		

- 8. The organization anticipates and addresses the impact that its corporate pandemic programs, offerings, services and operations have on the communities it serves both currently and in the future.

0	1	2	3	4	5
Approach			Deployment		

- 9. The organization ensures ethical behavior in all transactions and interactions involving employees, customers and vendor initiatives.

0	1	2	3	4	5
Approach			Deployment		

- 10. Senior leadership actively promotes corporate pandemic planning.

0	1	2	3	4	5
Approach			Deployment		

To score, add the circled numbers together and divide by 10. Transfer score to (Supplement 1) Radar Graph.

Average Score

**Documentation**

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Note: List documents that support assessment findings.



## **Corporate Pandemic Assessment**

List strengths and opportunities based on assessment. Align and transform key findings into a Corporate Pandemic Plan.

### **Strengths**

### **Opportunities**

### **Corporate Pandemic Planning Issues**

#### **Short Term (1 to 2 years)**

1.

2.

#### **Long Term (2 years or more)**

1.

2.

### 2 Strategic Planning

(Circle one)

- 1. The organization’s overall strategic planning process for corporate pandemic practices involves all key stakeholders.
- 2. The organization’s strategic planning process addresses environmental issues, program offerings, technology, resources, budgetary, ethical responsibilities, vendor/customer needs, innovation, and entrepreneurship issues.
- 3. The organization has documented its strategic objectives in their Corporate Pandemic Plan and has published a timetable for accomplishing them.
- 4. The organization’s strategic objectives listed in their Corporate Pandemic Plan balance the needs of employees and key stakeholders.
- 5. The organization has developed and deployed action plans to employees to achieve key corporate pandemic objectives .
- 6. The organization has identified and shared with all key stakeholders its short and longer-term action plans for corporate pandemic planning.
- 7. The organization has identified human resource plans and has published action plans to ensure progress toward meeting its goals. Employees are recognized for completing their corporate pandemic goals.
- 8. Organization identifies key performance indicators for tracking its corporate pandemic strategic accomplishments.
- 9. The organization has identified performance projections with time horizons for its corporate pandemic strategic objectives.
- 10. The organization has based its short and longer-term performance projections for corporate pandemic planning on competitors, comparable organizations, benchmarks, goals, and/or past performance.

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

✓ Documentation

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

To score, add the circled numbers together and divide by 10. Transfer score to (Supplement 1) Radar Graph.

Average Score 

--

Note: List documents that support assessment findings.

## **Corporate Pandemic Assessment**

List strengths and opportunities based on assessment. Align and transform key findings into a Corporate Pandemic Plan.

### **Strengths**

### **Opportunities**

### **Corporate Pandemic Planning Issues**

#### **Short Term (1 to 2 years)**

1.

2.

#### **Long Term (2 years or more)**

1.

2.

### 3 Customer Focus

(Circle one)

1. The organization has a method to determine and target customer segments and markets for corporate pandemic interventions.
2. The organization has methods in place to listen and learn from current, former, and future customers and stakeholders regarding corporate pandemic requirements and expectations.
3. The organization keeps its listening and learning methods for corporate pandemic planning current with customer needs and directions (i.e., focus groups, surveys, etc.)
4. The organization collects and trends data on customer relationships for corporate pandemic interventions.
5. The organization ensures that a consistent customer relationship management approach is in place for employees who have direct contact with customers/stakeholders.
6. Organization ensures that its customer relationship skills are kept current with consistent changing of corporate pandemic needs and directions.
7. The organization has a consistent method in place to determine customer satisfaction and dissatisfaction with corporate pandemic initiatives.
8. The organization has a consistent corporate pandemic customer follow-up procedure for its programs, services, and offerings that ensures prompt and actionable feedback.
9. The organization compares customer satisfaction corporate pandemic initiatives against competitive and/or comparable organizations that deliver similar services.
10. The organization keeps its methods for determining customer satisfaction with corporate pandemic initiatives current with service needs and directions (i.e., focus groups, surveys, etc.).

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

#### ✓ Documentation

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

To score, add the circled numbers together and divide by 10. Transfer score to (Supplement 1) Radar Graph.

Average Score

Note: List documents that support assessment findings.

## **Corporate Pandemic Assessment**

List strengths and opportunities based on assessment. Align and transform key findings into a Corporate Pandemic Plan.

### **Strengths**

### **Opportunities**

### **Corporate Pandemic Planning Issues**

#### **Short Term (1 to 2 years)**

1.

2.

#### **Long Term (2 years or more)**

1.

2.

### 4 Measurement, Analysis, and Knowledge Management

(Circle one)

- 1. The organization selects, collects, align and integrates corporate pandemic data and information for tracking daily operations and product offerings.
- 2. The organization has a process to collect key comparative data and information to support and protect operational, strategic decision making for corporate pandemic initiatives.
- 3. The organization keeps its performance measurement system for corporate pandemic planning current with organization needs and directions.
- 4. The organization collects data and information that support senior leadership's strategic plans and directions that impact corporate pandemic planning.
- 5. The organization's leadership communicates to employees corporate data and information results that support its decision making and strategic decisions for corporate pandemic planning.
- 6. The organization makes needed corporate pandemic data and information accessible for employees, stakeholders, and customers.
- 7. The organization ensures that hardware and software are reliable, secure, user-friendly that support corporate pandemic planning.
- 8. The organization keeps data and information mechanisms, including hardware and software systems, current with its corporate pandemic needs and directions.
- 9. The organization manages the collection and transfer of corporate pandemic knowledge among employees, stakeholders, and vendors/customers.
- 10. The organization ensures that its data, information, organizational knowledge, and intellectual capital related to corporate pandemic planning is protected, timely, reliable, secure, accurate, confidential, and has integrity.

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

✓ Documentation

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

To score, add the circled numbers together and divide by 10.  
 Transfer score to (Supplement 1) Radar Graph.

Average Score

Note: List documents that support assessment findings.

## **Corporate Pandemic Assessment**

List strengths and opportunities based on assessment. Align and transform key findings into a Corporate Pandemic Plan.

### **Strengths**

### **Opportunities**

### **Corporate Pandemic Planning Issues**

#### **Short Term (1 to 2 years)**

1.

2.

#### **Long Term (2 years or more)**

1.

2.

### 5 Workforce Focus

(Circle one)

1. The organization organizes, manages, and communicates corporate pandemic initiatives that promote cooperation, initiative, empowerment, and innovation and entrepreneurship among employees.

0	1	2	3	4	5
Approach			Deployment		

2. The organization's performance management system supports and recognizes high-performance work among employees and employee teams regarding corporate pandemic practices.

0	1	2	3	4	5
Approach			Deployment		

3. The organization identifies characteristics and skills in its recruiting, hiring, retaining, and career progression of employees that support corporate pandemic planning.

0	1	2	3	4	5
Approach			Deployment		

4. The organization's employee education, regarding corporate pandemic planning, contribute to the achievement of action plans and directions that promote a skilled workforce.

0	1	2	3	4	5
Approach			Deployment		

5. The organization ensures that corporate pandemic education/training is given to all its employees.

0	1	2	3	4	5
Approach			Deployment		

6. The organization rewards employees who promote high performance and innovative corporate pandemic practices.

0	1	2	3	4	5
Approach			Deployment		

7. The organization reviews and improves corporate pandemic practices related to workplace health, safety and security issues.

0	1	2	3	4	5
Approach			Deployment		

8. The organization addresses corporate pandemic issues/concerns during times of a crisis and/or emergency in their Business Continuity planning.

0	1	2	3	4	5
Approach			Deployment		

9. The organization has an assessment process to determine employee well-being, satisfaction, and motivation regarding corporate pandemic practices.

0	1	2	3	4	5
Approach			Deployment		

10. The organization uses assessment findings to identify and gauge corporate pandemic issues.

0	1	2	3	4	5
Approach			Deployment		

✓ **Documentation**

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

To score, add the circled numbers together and divide by 10. Transfer score to (Supplement 1) Radar Graph.

Average Score

Note: List documents that support assessment findings.



## **Corporate Pandemic Assessment**

List strengths and opportunities based on assessment. Align and transform key findings into a Corporate Pandemic Plan.

### **Strengths**

### **Opportunities**

### **Corporate Pandemic Planning Issues**

#### **Short Term (1 to 2 years)**

1.

2.

#### **Long Term (2 years or more)**

1.

2.

6 Process Management  
(Circle one)

- 1. The organization determines corporate pandemic processes that address market needs and directions for employees and stakeholders (i.e., technology skills, problem-solving skills, team involvement, etc.)
- 2. The organization determines corporate pandemic process requirements by incorporating input from employees, customer, vendors, stakeholders, and partners.
- 3. The organization incorporates new technology and organizational knowledge into a formal design methodology for all corporate pandemic initiatives.
- 4. The organization has key performance measures in place to control and improve its corporate pandemic processes.
- 5. The organization reviews its corporate pandemic programs/ processes to maximize success and improve its programs, offerings, and services.
- 6. The organization determines key support processes for each core corporate pandemic program/ process (i.e., facilities management, secretarial, food service, etc.)
- 7. The organization determines key support process requirements for corporate pandemic initiatives by incorporating input from employees, customers, stakeholders, and partners.
- 8. The organization incorporates new technology and organizational knowledge into the design of both support and core processes for corporate pandemic initiatives to ensure state-of-the-art practices are in place.
- 9. The organization has in place performance measures to control and improve support processes of key corporate pandemic initiatives.
- 10. The organization reviews its corporate pandemic support processes to achieve better performance, to reduce variability, and to keep them current with corporate needs and directions.

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

0	1	2	3	4	5
Approach			Deployment		

**✓ Documentation**

□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	
□	

Note: List documents that support assessment findings.

To score, add the circled numbers together and divide by 10. Transfer score to (Supplement 1) Radar Graph.

Average Score

## **Corporate Pandemic Assessment**

List strengths and opportunities based on assessment. Align and transform key findings into a Corporate Pandemic Plan.

### **Strengths**

### **Opportunities**

### **Corporate Pandemic Planning Issues**

#### **Short Term (1 to 2 years)**

1.

2.

#### **Long Term (2 years or more)**

1.

2.

### 7 Results

(Circle one)

1. The organization collects and trends key supply chain management results data on all corporate pandemic initiatives.
2. The organization collects and trends vendor/customer and stakeholder satisfaction/dissatisfaction data on all corporate pandemic initiatives and compares the data against competitive or comparable organizations.
3. The organization collects financial performance, and market performance results data on all corporate pandemic initiatives.
4. The organization collects and trends customer service data on all its corporate pandemic initiatives.
5. The organization collects and trends performance and effectiveness results data (i.e, knowledge, and skill-sharing results, etc.) on all corporate pandemic initiatives.
6. The organization collects and trends employee well-being, satisfaction, and dissatisfaction data, on all corporate pandemic initiatives.
7. The organization collects and trends process effectiveness and efficiency data on all corporate pandemic initiatives.
8. The organization collects and trends operational performance of key support service results (i.e., productivity, cycle time, vendor/customer performance, etc.) on all corporate pandemic initiatives.
9. The organization collects and trends results data for fiscal accountability, ethical behavior, and legal compliance and all corporate pandemic initiatives..
10. The organization collects and trends results data for its community and industry involvement on all corporate pandemic initiatives..

0	1	2	3	4	5
<b>Results</b>					

0	1	2	3	4	5
<b>Results</b>					

0	1	2	3	4	5
<b>Results</b>					

0	1	2	3	4	5
<b>Results</b>					

0	1	2	3	4	5
<b>Results</b>					

0	1	2	3	4	5
<b>Results</b>					

0	1	2	3	4	5
<b>Results</b>					

0	1	2	3	4	5
<b>Results</b>					

0	1	2	3	4	5
<b>Results</b>					

0	1	2	3	4	5
<b>Results</b>					

✓ **Documentation**

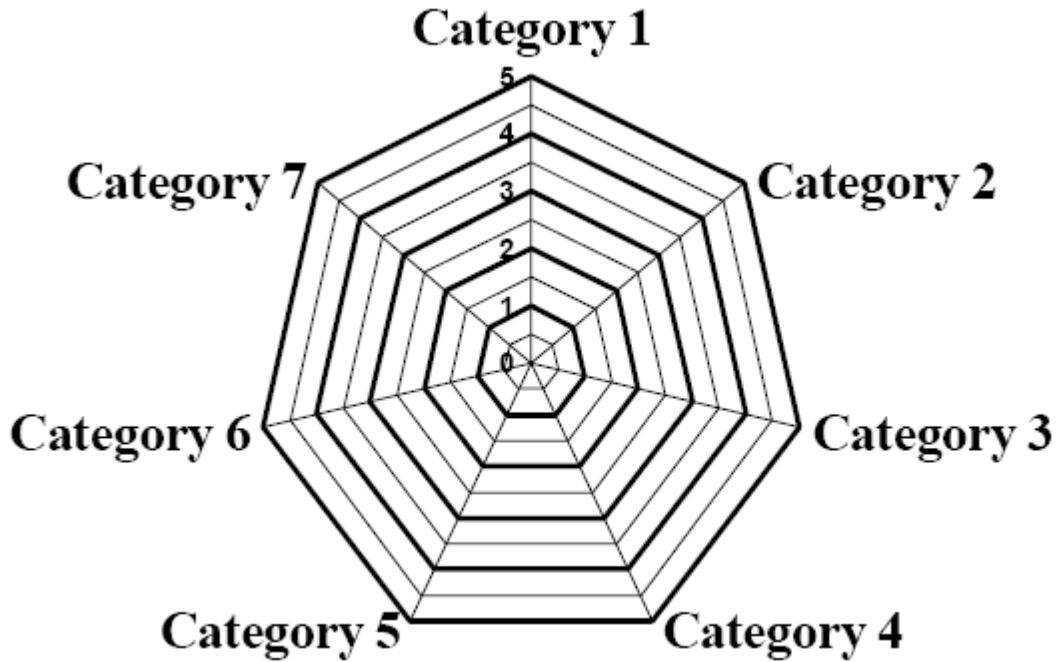
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____
<input type="checkbox"/>	_____

To score, add the circled numbers together and divide by 10. Transfer score to (Supplement 1) Radar Graph.

Average Score

Note: List documents that support assessment findings.

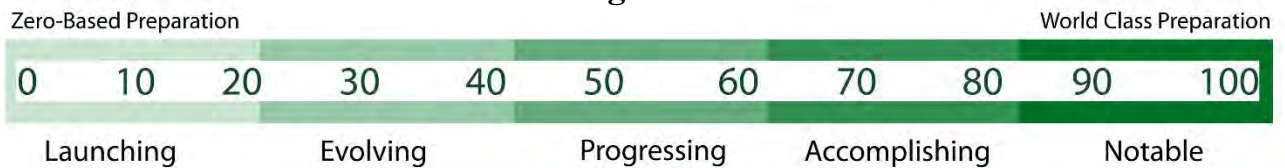
## Supplement 1 – Radar Graph



- Category 1 Leadership
- Category 2 Strategic Planning
- Category 3 Customer Focus
- Category 4 Measurement, Analysis, and Knowledge Management
- Category 5 Workforce Focus
- Category 6 Process Management
- Category 7 Results

Note: Record average scores from the assessment on the above radar graph.

### Scoring Profile



(Average all category scores, divide by 7, and then multiply by 2 and circle appropriate number above. Refer to Corporate Pandemic Scoring Profiles section in Chapter 1 for score descriptions).

Organization: \_\_\_\_\_

Employees Involved: \_\_\_\_\_

Date: \_\_\_\_\_

# B Corporate Pandemic Benchmarking Process

## Corporate Pandemic Benchmarking Process

Place a check next to each step completed.

### Benchmarking Team Formation

- \_\_\_\_\_ 1. Form a Corporate Pandemic Benchmarking Team.
- \_\_\_\_\_ 2. Identify corporate pandemic processes that need to improve.
- \_\_\_\_\_ 3. List in priority order corporate pandemic processes that offer the greatest opportunity for improvement.
- \_\_\_\_\_ 4. Select corporate pandemic processes from the prioritized list.
- \_\_\_\_\_ 5. Develop a list of organizations that are known for best practices regarding the identified processes.
- \_\_\_\_\_ 6. Reach a consensus on a maximum of three organizations to consider for a benchmark visit (Form 2).
- \_\_\_\_\_ 7. Mail out, e-mail, or fax benchmarking surveys to organizations identified by the team as exhibiting best practices (use “Benchmarking survey”, Form 1).
- \_\_\_\_\_ 8. Team collects benchmarking survey data (collect data on Form 1).
- \_\_\_\_\_ 9. Team reaches a consensus on survey scores.
- \_\_\_\_\_ 10. Record survey scores on graphs (top half of Form 2).
- \_\_\_\_\_ 11. Select benchmarking visits based on graph comparisons (minimum of three).

### **Benchmarking Site Visit**

- \_\_\_\_\_ 12. Team leader sends a formal letter requesting a site visit (Note: Request no more than a three-hour visit).
  
- \_\_\_\_\_ 13. Send site visit questions with the letter requesting a site visit (base questions on benchmarking survey).
  
- \_\_\_\_\_ 14. Request in advance any information that the host organization would like to secure from the visiting organization (all approvals must be secured from senior leadership before the site visit is made).
  
- \_\_\_\_\_ 15. Select two or three team members for each site visit.
  
- \_\_\_\_\_ 16. After all site visits have been approved, secure travel and accommodations for team members at each site.
  
- \_\_\_\_\_ 17. Collect and place all pamphlets, handouts, and data received from site visit into a benchmarking folder. All findings are to be shared back onsite with the entire team.
  
- \_\_\_\_\_ 18. Team leader sends a “thank you” letter to the host organization that was benchmarked.

### **Benchmarking Site Visit Completed**

- \_\_\_\_\_ 19. Review all data collected from each site visit.
  
- \_\_\_\_\_ 20. List key findings from each site visit (“Site Visit Benchmarking Overview”, Form 3).
  
- \_\_\_\_\_ 21. Review and reach a consensus on site visit findings.
  
- \_\_\_\_\_ 22. Incorporate findings into process improvement (“Benchmark and Process Improvement Steps”, Form 4).

# Form 1: Benchmarking Survey

Name of Organization: \_\_\_\_\_ Date of Phone Call/E-mail: \_\_\_\_\_

Name/ Title of Person Interviewed: \_\_\_\_\_

This telephone or e-mail survey includes a series of questions to help the benchmark team determine which identified best practice site to visit. The highest possible score achievable by an organization is 50 points. Write the comments in the space provided; then rate the answer.

		Rating		Scale		
Do Not				World		
Know				Class		Best Practice to be Benchmarked _____
1	2	3	4	5	Do you consider your processes the “best practice” within your industry? Why or why not? _____	_____
1	2	3	4	5	Would you rate your processes against competitors’ organizations as being excellent, good, or fair? _____ Why? _____	_____
1	2	3	4	5	How does your organization determine that your processes are “best practice” within your industry? _____	_____
1	2	3	4	5	Does your organization collect process results? _____	_____
					Will you share your results? _____	_____
1	2	3	4	5	Have other organizations benchmarked your corporate processes? _____	_____
1	2	3	4	5	How often are your corporate processes reviewed and benchmarked against other identified best practices inside or outside your organization? _____	_____
1	2	3	4	5	Does your organization maintain a budget for your processes? _____	_____
1	2	3	4	5	How many employees are involved in maintaining your corporate processes? _____	_____
1	2	3	4	5	How do your corporate processes contribute to increasing overall competitiveness for your organization? _____	_____
1	2	3	4	5	What impact do your processes have on your overall organizational effectiveness? _____	_____

Total Points



## Form 2: Benchmarking Survey Results Graph

(Organization Name) \_\_\_\_\_

(Questions)

	1	2	3	4	5	6	7	8	9	10
World Class	5									
	4									
	3									
	2									
Not Done	1									

Points \_\_\_\_\_

(Organization Name) \_\_\_\_\_

(Questions)

	1	2	3	4	5	6	7	8	9	10
World Class	5									
	4									
	3									
	2									
Not Done	1									

Points \_\_\_\_\_

(Organization Name) \_\_\_\_\_

(Questions)

	1	2	3	4	5	6	7	8	9	10
World Class	5									
	4									
	3									
	2									
Not Done	1									

Points \_\_\_\_\_

Note: Place a dot under each survey question number that best reflects the score from the survey (Form 1). Draw a line to connect the dots.

### SITE VISIT SELECTIONS (Based on benchmarking survey results)

Organization \_\_\_\_\_ Team Leader \_\_\_\_\_

Location \_\_\_\_\_ Team Members \_\_\_\_\_

Date \_\_\_\_\_

Organization \_\_\_\_\_ Team Leader \_\_\_\_\_

Location \_\_\_\_\_ Team Members \_\_\_\_\_

Date \_\_\_\_\_

Organization \_\_\_\_\_ Team Leader \_\_\_\_\_

Location \_\_\_\_\_ Team Members \_\_\_\_\_

Date \_\_\_\_\_

**Form 3: Site Visit Benchmarking Overview**

Process Benchmarked \_\_\_\_\_

Organization Location \_\_\_\_\_

Date \_\_\_\_\_

Key Findings \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

---

Process Benchmarked \_\_\_\_\_

Organization Location \_\_\_\_\_

Date \_\_\_\_\_

Key Findings \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

---

Process Benchmarked \_\_\_\_\_

Organization Location \_\_\_\_\_

Date \_\_\_\_\_

Key Findings \_\_\_\_\_

\_\_\_\_\_

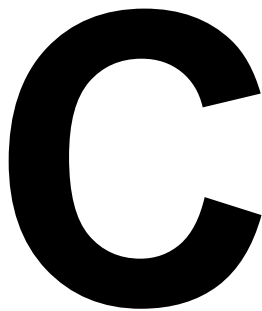
### Form 4: Benchmarked Process Improvement Steps

Process Benchmarked: \_\_\_\_\_

Organization Benchmarked: \_\_\_\_\_

Proposed steps to be incorporated into an improved process based on site visits. Use one form for each corporate governance process identified for improvement.

	Process Steps (Present)	Process Steps (Based on site visits)	Process Steps (Improved)
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			



## Corporate Pandemic Plan and Costs (Based on assessment results)

### Worksheet (Sample)

XYZ organization  
(name of organization)

#### VISION STATEMENT

XYZ Organization will be a global leader in managing corporate pandemic initiatives throughout the enterprise.

#### MISSION STATEMENT

To provide state-of-the-art corporate pandemic practices to all of our employees and stakeholders.

#### SHARED VALUES

- (1) Sharing of “Best Practice” corporate pandemic knowledge throughout the workplace
- (2) Environment that supports corporate pandemic practices
- (3) Mutual respect for sharing corporate pandemic knowledge among all employee levels
- (4) Respect the use of technology to help transfer corporate pandemic knowledge throughout the workforce
- (5) View employee corporate pandemic knowledge as a competitiveness issue for the organization

#### Leadership

Objective #1: Expand leadership involvement in corporate pandemic planning.

#### Strategic Planning

Objective #2: Develop a strategic Corporate Pandemic Plan.

#### Customer Focus

Objective #3: Align corporate pandemic initiatives with key customers and markets.

#### Measurement, Analysis, & Knowledge Management

Objective #4: Collect key measures, analyze, and transfer corporate pandemic “Best Practices” data and information.

#### Workforce Focus

Objective #5: Define roles and responsibilities and include updated information in Job Descriptions for employees involved in corporate pandemic initiatives.

#### Process Management

Objective #6: Flowchart and document key corporate pandemic processes/practices.

#### Results

Objective #7: Collect and share with suppliers, partners, customers, and employees key corporate pandemic results data.

**Note:** This document is completed after the organizational corporate pandemic assessment has been conducted.

## Corporate Pandemic Plan and Costs

### Worksheet (Sample)

#### Leadership

Objective #1: Expand leadership involvement in corporate pandemic planning.

#### Strategic Planning

Strategies	Costs
1A – Senior leadership to develop a Corporate Pandemic Plan.	\$1,000
1B – Senior leadership to develop a personal leadership plan to promote corporate pandemic training throughout the organization.	\$1,000
1C – Managers and supervisors to be held accountable for meeting the organization's strategic plans and goals that address corporate pandemic issues.	\$ 500
1D – Senior leadership to increase involvement in key supplier, partner, and customer in corporate pandemic training/development initiatives.	\$2,000
<b>TOTAL COSTS</b>	<b>\$4,500</b>

Objective #2: Develop a strategic Corporate Pandemic Plan.

Strategies	Costs
2A – Involve employees, suppliers, partners, and customers in the organization's strategic planning process for pandemic initiatives.	\$1,500
2B – Develop a recognition budget for corporate pandemic initiatives.	\$5,000
2C – Benchmark other leading organizations' corporate pandemic initiatives and use findings to develop the Corporate Pandemic Plan.	\$4,000
<b>TOTAL COSTS</b>	<b>\$10,500</b>

## Corporate Pandemic Plan and Costs

### Worksheet (Sample)

#### Customer Focus

Objective #3: Align corporate pandemic initiatives with key customers and markets.

Strategies	Costs
<b>3A</b> – Survey key customers annually regarding pandemic opportunities that need to be addressed.	\$4,000
<b>3B</b> – Benchmark organizations that provide value-added corporate pandemic initiatives to their customers.	\$4,000
<b>3C</b> – Review leading pandemic industry initiatives that are being offered.	\$2,000
<b>3D</b> – Provide key customers value-added pandemic services.	\$8,000
<b>TOTAL COSTS</b>	<b>\$18,000</b>

#### Measurement, Analysis, and Knowledge Management

Objective #4: Collect key measures, analyze, and transfer corporate pandemic “Best Practice” data and information.

Strategies	Costs
<b>4A</b> – Aggregate and track “Best Practice” corporate pandemic data/information.	\$2,000
<b>4B</b> – Involve employees at all levels in analyzing key corporate pandemic data and information.	\$6,000
<b>4C</b> – Collect, document, and transfer “Best Practice” corporate pandemic knowledge throughout the organization.	\$3,000
<b>4D</b> – Ensure that all corporate pandemic data and information is user-friendly, timely, and relevant.	\$2,000
<b>TOTAL COSTS</b>	<b>\$13,000</b>

## Corporate Pandemic Plan and Costs

### Worksheet (Sample)

#### Workforce Focus

Objective #5: Define roles and responsibilities and include updated information in Job Descriptions for employees involved in corporate pandemic initiatives.

Strategies	Costs
<b>5A</b> – Identify Subject Matter Experts (SME’s) in key corporate pandemic processes throughout the organization.	\$1,000
<b>5B</b> – Develop roles and responsibilities for employees involved in corporate pandemic initiatives within the organization.	\$1,000
<b>5C</b> – Develop a corporate pandemic mentoring program.	\$3,000
<b>5D</b> – Develop a consistent follow-up procedure to ensure that all corporate pandemic knowledge received in training has on-the-job application.	\$2,000
<b>TOTAL COSTS</b>	<b>\$7,000</b>

#### Process Management

Objective #6: Flowchart and document key corporate pandemic processes/practices.

Strategies	Costs
<b>6A</b> – Incorporate problem-solving tools to evaluate, improve, and identify corporate pandemic process upsets and problems.	\$4,000
<b>6B</b> – Identify eight to 12 corporate measurement indicators to gauge on-going process improvement for corporate pandemic initiatives.	\$1,000
<b>6C</b> – Document key corporate pandemic processes to ensure consistency throughout the organization.	\$3,000
<b>TOTAL COSTS</b>	<b>\$8,000</b>

## Corporate Pandemic Plan and Costs

### Worksheet (Sample)

#### Results

Objective #7: Collect and share with suppliers, partners, customers, and employees key

Strategies	Costs
<b>7A</b> – Collect, trend, and deploy key corporate pandemic results throughout the organization.	\$1,000
<b>7B</b> – Collect and trend employee project results for corporate pandemic initiatives.	\$1,000
<b>7C</b> – Collect results and trends of key vendors, partners, and customers involvement in corporate pandemic initiatives.	\$1,000
<b>7D</b> – Collect reliable corporate pandemic performance data on key competitors.	\$1,000
<b>TOTAL COSTS</b>	<b>\$4,000</b>
<u>corporate pandemic results data.</u>	

**Total Corporate Pandemic Costs:**

**\$65,000**



**— SAMPLE —**

**STRATEGIC PLANNING WORKSHEET FOR A CORPORATE PANDEMIC PLAN**

**Category (circle one)**





- 1 Leadership
- 2 Strategic Planning
- 3 Customer Focus
- 4 Measurement, Analysis and Knowledge Management
- 5 Workforce Focus
- 6 Process Management
- 7 Results

**Term (circle one)**

- Short term: one to two years
- Long term: more than two years

Strategy 1A: Senior leadership to develop a Corporate Pandemic Plan

<b>\$1,000.<sup>00</sup></b>
------------------------------

ACTION ITEMS (Steps to accomplish strategy)	WHO IS RESPONSIBLE	REVIEW DATE	COMPLETION DATE
1. Define corporate pandemic issues and vulnerabilities.	President	January 10	February 28
2. Form a senior management team to review corporate pandemic issues.	Vice President	February 5	March 15
3. Cross-functional employee team to develop plan.	Director	March 30	April 10
4. Senior staff finalizes Corporate Pandemic Plan.	President and Vice Presidents	April 15	May 15
5. Distribute plan to employees, suppliers, customers, and partners.	Managers	May 29	June 29
6. 			
7.			
8.			
9.			
10.			

List action items in respective order

List individual responsibilities by names or position

List review dates

List completion dates

**Note: Making additional copies of this form is allowed.**

**Corporate Pandemic Plan and Costs**  
(Based on assessment results)

**Worksheet**

---

(name of organization)

**VISION STATEMENT**

**MISSION STATEMENT**

**SHARED VALUES**

**Leadership**

Objective #1: \_\_\_\_\_

**Strategic Planning**

Objective #2: \_\_\_\_\_

**Customer Focus**

Objective #3: \_\_\_\_\_

**Measurement, Analysis, & Knowledge Management**

Objective #4: \_\_\_\_\_

**Workforce Focus**

Objective #5: \_\_\_\_\_

**Process Management**

Objective #6: \_\_\_\_\_

**Results**

Objective #7: \_\_\_\_\_

Note: This document is completed after the organizational corporate pandemic assessment has been conducted.

# Corporate Pandemic Plan and Costs

## Worksheet

### Leadership

Objective #1: \_\_\_\_\_

	<b>Strategies</b>	<b>Costs</b>
<b>1A</b>		\$
<b>1B</b>		\$
<b>1C</b>		\$
<b>1D</b>		\$
<b>1E</b>		\$
<b>1F</b>		\$
<b>1G</b>		\$
	<b>TOTAL COSTS</b>	<b>\$</b>

### Strategic Planning

Objective #2: \_\_\_\_\_

	<b>Strategies</b>	<b>Costs</b>
<b>2A</b>		\$
<b>2B</b>		\$
<b>2C</b>		\$
<b>2D</b>		\$
<b>2E</b>		\$
<b>2F</b>		\$
<b>2G</b>		\$
	<b>TOTAL COSTS</b>	<b>\$</b>

# Corporate Pandemic Plan and Costs

## Worksheet

### Customer Focus

Objective #3: \_\_\_\_\_

	Strategies	Costs
3A		\$
3B		\$
3C		\$
3D		\$
3E		\$
3F		\$
3G		\$
	<b>TOTAL COSTS</b>	<b>\$</b>

### Measurement, Analysis, and Knowledge Management

Objective #4: \_\_\_\_\_

	Strategies	Costs
4A		\$
4B		\$
4C		\$
4D		\$
4E		\$
4F		\$
4G		\$
	<b>TOTAL COSTS</b>	<b>\$</b>

# Corporate Pandemic Plan and Costs

## Worksheet

### Workforce Focus

Objective #5: \_\_\_\_\_

	<b>Strategies</b>	<b>Costs</b>
<b>5A</b>		\$
<b>5B</b>		\$
<b>5C</b>		\$
<b>5D</b>		\$
<b>5E</b>		\$
<b>5F</b>		\$
<b>5G</b>		\$
	<b>TOTAL COSTS</b>	<b>\$</b>

### Process Management

Objective #6: \_\_\_\_\_

	<b>Strategies</b>	<b>Costs</b>
<b>6A</b>		\$
<b>6B</b>		\$
<b>6C</b>		\$
<b>6D</b>		\$
<b>6E</b>		\$
<b>6F</b>		\$
<b>6G</b>		\$
	<b>TOTAL COSTS</b>	<b>\$</b>

# Corporate Pandemic Plan and Costs

## Worksheet

### Results

Objective #7: \_\_\_\_\_

	<b>Strategies</b>	<b>Costs</b>
7A		\$
7B		\$
7C		\$
7D		\$
7E		\$
7F		\$
7G		\$
	<b>TOTAL COSTS</b>	<b>\$</b>

**Total Corporate Pandemic Plan Costs:**

\$
----

## STRATEGIC PLANNING WORKSHEET FOR A CORPORATE PANDEMIC PLAN

**Category (circle one)**

- 1 Leadership
- 2 Strategic Planning
- 3 Customer Focus
- 4 Measurement, Analysis and Knowledge Management
- 5 Workforce Focus
- 6 Process Management
- 7 Results

**Term (circle one)**

- Short term: one to two years
- Long term: more than two years

Strategy: \_\_\_\_\_ \$

ACTION ITEMS (Steps to accomplish strategy)	WHO IS RESPONSIBLE	REVIEW DATE	COMPLETION DATE
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

**Note: Making additional copies of this form is allowed.**