

ADLI/LeTCI

Scoring Dimension: Process

Process refers to the methods your organization uses and improves. Processes address the questions in categories 1–6. The four factors used to evaluate process are *approach*, *deployment*, *learning*, and *integration* (ADLI).

A	APPROACH <ul style="list-style-type: none"> • Methods used to carry out the process • Appropriateness and effectiveness of the methods • Degree to which the approach is repeatable and based on reliable data and information (i.e., systematic).
D	DEPLOYMENT <ul style="list-style-type: none"> • The approach addresses item questions that are relevant and important to the organization, • The approach is applied consistently • The approach is used by all appropriate work units.
L	LEARNING <ul style="list-style-type: none"> • Refinement of your approach through cycles of evaluation and improvement • Adoption of best practices or innovations to improve the approach • Sharing of refinements and innovations with other relevant work units and processes within the organization.
I	INTEGRATION <ul style="list-style-type: none"> • Approach is aligned with the organizational needs • Measures, information, and improvement systems are complementary across processes and work units • Plans, processes, results, analyses, learning, and actions are harmonized to support organization-wide goals

Scoring Dimension: Results

Results are the outputs and outcomes your organization achieves, which address the questions in category 7. The four factors used to evaluate results are levels, trends, comparisons, and integration (LeTCI).

Le	LEVELS <ul style="list-style-type: none"> • Current performance on a meaningful measurement scale
T	TRENDS <ul style="list-style-type: none"> • Rate of performance improvement or continuation of good performance in areas of importance (i.e., the slope of data points over time) • Should include at least three data points
C	COMPARISONS <ul style="list-style-type: none"> • Performance relative to that of other, appropriate organizations, such as competitors or organizations similar, or benchmarks.
I	INTEGRATION <ul style="list-style-type: none"> • Extent to which results measures (often through segmentation) address important performance requirements relating to customers, products, markets, processes, action plans, and organization-wide goals identified in the Organizational Profile and process items.