BUS443.W4A1.10.2020

Description:

Total Possible Score: 18.00

Explains How the Selected Organization Applies the Six Steps from Key Customer Focused Practices for Quality Management in the Customer Focus to Meet or Exceed Customer Requirements	Total: 2.00
Distinguished - Thoroughly explains how the selected organization applies the six steps from key customer focused practices for quality management in the customer focus to meet or exceed customer requirements.	
Proficient - Explains how the selected organization applies the six steps from key customer focused practices for quality management in the customer focus to meet or exceed customer requirements. The explanation is slightly underdeveloped.	
Basic - Minimally explains how the selected organization applies the six steps from key customer focused practices for quality management in the customer focus to meet or exceed customer requirements. The explanation is underdeveloped.	
Below Expectations - Attempts to explain how the selected organization applies the six steps from key customer focused practices for quality management in the customer focus to meet or exceed customer requirements; however, the explanation is significantly underdeveloped.	
Non-Performance - The explanation of how the selected organization applies the six steps from key customer focused practices for quality management in the customer focus to meet or exceed customer requirements is either nonexistent or lacks the components described in the assignment instructions.	

Identifies Which of the Variety of Methods or "Listening Posts" the Selected Organization Gathers the Voice of the Customer, Including the Needs and Expectations, Feeling of Importance, and Customer Satisfaction	Total: 1.50
Distinguished - Clearly and accurately identifies which of the variety of methods or "listening posts" the selected organization gathers the voice of the customer, including the needs and expectations, feeling of importance, and customer satisfaction.	
Proficient - Identifies which of the variety of methods or "listening posts" the selected organization gathers the voice of the customer, including the needs and expectations, feeling of importance, and customer satisfaction. Minor details are slightly unclear or inaccurate.	
Basic - Partially identifies which of the variety of methods or "listening posts" the selected organization gathers the voice of the customer, including the needs and expectations, feeling of importance, and customer satisfaction. Relevant details are unclear and/or inaccurate.	
Below Expectations - Attempts to identify which of the variety of methods or "listening posts" the selected organization gathers the voice of the customer, including the needs and expectations, feeling of importance, and customer satisfaction; however, significant details are unclear and inaccurate.	
Non-Performance - The identification of which of the variety of methods or "listening posts" the selected organization gathers the voice of the customer, including the needs and expectations, feeling of importance, and customer satisfaction is either nonexistent or lacks the components described in the assignment instructions.	

Evaluates the Principles of Workforce Engagement, Empowerment and Motivation, Why It Is Important to Quality, and Which Five of Deming's 14 Points Relate Directly to the Notion of Empowerment	Total: 2.00
Distinguished - Comprehensively evaluates the principles of workforce engagement, empowerment and motivation, why it is important to quality, and which five of Deming's 14 points relate directly to the notion of empowerment.	
Proficient - Evaluates the principles of workforce engagement, empowerment and motivation, why it is important to quality, and which five of Deming's 14 points relate directly to the notion of empowerment. The evaluation is slightly underdeveloped.	
Basic - Minimally evaluates the principles of workforce engagement, empowerment and motivation, why it is important to quality, and which five of Deming's 14 points relate directly to the notion of empowerment. The evaluation is underdeveloped.	
Below Expectations - Attempts to evaluate the principles of workforce engagement, empowerment and motivation, why it is important to quality, and which five of Deming's 14 points relate directly to the notion of empowerment; however, the evaluation is significantly underdeveloped.	
Non-Performance - The evaluation of the principles of workforce engagement, empowerment and motivation, why it is important to quality, and which five of Deming's 14 points relate directly to the notion of empowerment is either nonexistent or lacks the components described in the assignment instructions.	

Applies One Suitable Content Theory, One Process Theory, and One Environmentally Based Theory to the Selected Organization, Detailing the Context and Situation	Total: 2.50

Distinguished - Applies one content theory, one process theory, and one environmentally based theory to the selected organization, thoroughly detailing the context and situation.
Proficient - Applies one content theory, one process theory, and one environmentally based theory to the selected organization, detailing the context and situation. Minor details are missing.
Basic - Applies one content theory, one process theory, and one environmentally based theory to the selected organization, minimally detailing the context and situation. Relevant details are missing.
Below Expectations - Attempts to apply one content theory, one process theory, and one environmentally based theory to the selected organization, detailing the context and situation; however, significant details are missing.
Non-Performance - The application of one content theory, one process theory, and one environmentally based theory to the selected organization, and detailing of the context and situation are either nonexistent or lack the components described in the assignment instructions.

States if the Selected Organization Has a High-Performance Work Culture and Describes Why or Why Not	Total: 1.50
Distinguished - Clearly states if the selected organization has a high-performance work culture and thoroughly describes why or why not.	
Proficient - States if the selected organization is a high-performance work culture and describes why or why not. Minor details are missing or slightly unclear.	
Basic - Vaguely states if the selected organization has a high-performance work culture and minimally describes why or why not. Relevant details are missing or unclear.	
Below Expectations - Attempts to state if the selected organization has a high-performance work culture and describes why or why not; however, significant details are missing and unclear.	
Non-Performance - The statement of whether the selected organization has a high-performance work culture and description of why or why not are either nonexistent or lack the components described in the assignment instructions.	

Summarizes How the Selected Organization Embodies the Baldridge Award Excellence Framework, Core Values, and Processes	Total: 2.00
Distinguished - Comprehensively summarizes how the selected organization embodies the Baldridge Award Excellence Framework, core values, and processes.	
Proficient - Summarizes how the selected organization embodies the Baldridge Award Excellence Framework, core values, and processes. Minor details are missing.	
Basic - Minimally summarizes how the selected organization embodies the Baldridge Award Excellence Framework, core values, and processes. Relevant details are missing.	
Below Expectations - Attempts to summarize how the selected organization embodies the Baldridge Award Excellence Framework, core values, and processes; however, significant details are missing.	
Non-Performance - The summary of how the selected organization embodies the Baldridge Award Excellence Framework, core values, and processes is either nonexistent or lacks the components described in the assignment instructions.	

Assesses the Impact of the Baldridge Award Excellence Framework and the Deming Philosophy on the Organization	Total: 2.00
Distinguished - Comprehensively assesses the impact of the Baldridge Award Excellence Framework and the Deming Philosophy on the organization.	
Proficient - Assesses the impact of the Baldridge Award Excellence Framework and the Deming Philosophy on the organization. Minor details are missing.	
Basic - Minimally assesses the impact of the Baldridge Award Excellence Framework and the Deming Philosophy on the organization. Relevant details are missing.	
Below Expectations - Attempts to assess the impact of the Baldridge Award Excellence Framework and the Deming Philosophy on the organization; however, significant details are missing.	
Non-Performance - The assessment of the impact of the Baldridge Award Excellence Framework and the Deming Philosophy on the organization is either nonexistent or lacks the components described in the assignment instructions.	

Selects a Product or Service That the Organization Purchases on a Regular Basis and Addresses the Five Bullet Points in the Assignment Instructions	Total: 2.50
Distinguished - Selects a product or service that the organization purchases on a regular basis and thoroughly addresses the five bullet points in the assignment instructions.	
Proficient - Selects a product or service that the organization purchases on a regular basis and addresses the five bullet points in the assignment instructions. Minor details are missing.	

Basic - Selects a product or service that the organization purchases on a regular basis and minimally addresses the five bullet points in the assignment instructions. Relevant details are missing.
Below Expectations - Attempts to select a product or service that the organization purchases on a regular basis and address the five bullet points in the assignment instructions; however, significant details are missing.
Non-Performance - The product or service that the organization purchases on a regular basis and address of the five bullet points in the assignment instructions are either nonexistent or lack the components described in the assignment instructions.

Written Communication: Control of Syntax and Mechanics	Total: 0.25
Distinguished - Displays meticulous comprehension and organization of syntax and mechanics, such as spelling and grammar. Written work contains no errors and is very easy to understand.	
Proficient - Displays comprehension and organization of syntax and mechanics, such as spelling and grammar. Written work contains only a few minor errors and is mostly easy to understand.	
Basic - Displays basic comprehension of syntax and mechanics, such as spelling and grammar. Written work contains a few errors which may slightly distract the reader.	
Below Expectations - Fails to display basic comprehension of syntax or mechanics, such as spelling and grammar. Written work contains major errors which distract the reader.	
Non-Performance - The assignment is either nonexistent or lacks the components described in the instructions.	

Written Communication: APA Formatting	Total: 0.50
Distinguished - Accurately uses APA formatting consistently throughout the paper, title page, and reference page.	
Proficient - Exhibits APA formatting throughout the paper. However, layout contains a few minor errors.	
Basic - Exhibits limited knowledge of APA formatting throughout the paper. However, layout does not meet all APA requirements.	
Below Expectations - Fails to exhibit basic knowledge of APA formatting. There are frequent errors, making the layout difficult to distinguish as APA.	
Non-Performance - The assignment is either nonexistent or lacks the components described in the instructions.	

Intro, Thesis, & Conclusion	Total: 0.25
Distinguished - The paper is logically organized with a well-written introduction, thesis statement, and conclusion.	
Proficient - The paper is logically organized with an introduction, thesis statement, and conclusion. One of these requires improvement.	
Basic - The paper is organized with an introduction, thesis statement, and conclusion. The introduction, thesis statement, and/or conclusion require improvement.	
Below Expectations - The paper is loosely organized with an introduction, thesis statement, and conclusion. The introduction, thesis statement, and/or conclusion require much improvement.	
Non-Performance - The introduction, thesis statement, and conclusion are either nonexistent or lack the components described in the assignment instructions.	

Written Communication: Resource Requirement	Total: 0.75
Distinguished - Uses more than the required number of scholarly sources, providing compelling evidence to support ideas. All sources on the reference page are used and cited correctly within the body of the assignment.	
Proficient - Uses the required number of scholarly sources to support ideas. All sources on the reference page are used and cited correctly within the body of the assignment.	
Basic - Uses less than the required number of sources to support ideas. Some sources may not be scholarly. Most sources on the reference page are used within the body of the assignment. Citations may not be formatted correctly.	
Below Expectations - Uses an inadequate number of sources that provide little or no support for ideas. Sources used may not be scholarly. Most sources on the reference page are not used within the body of the assignment. Citations are not formatted correctly.	
Non-Performance - The assignment is either nonexistent or lacks the components described in the instructions.	

Written Communication: Page Requirement	Total: 0.25
Distinguished - The length of the paper is equivalent to the required number of correctly formatted pages.	
Proficient - The length of the paper is nearly equivalent to the required number of correctly formatted pages.	
Basic - The length of the paper is equivalent to at least three quarters of the required number of correctly formatted pages.	

Below Expectations - The length of the paper is equivalent to at least one half of the required number of correctly formatted pages.
Non-Performance - The assignment is either nonexistent or lacks the components described in the instructions.

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