

ASSIGN PROCESS TO CATEGORY

Sterling Categories

P. Organizational Profile

1. Leadership

2. Strategy

3. Customers

4. Measurement, Analysis & Knowledge Management

5. Workforce

6. Operations

Processes / Factors

1. Selecting Suppliers
2. Employee Hiring
3. Ensuring Regulatory Compliance
4. Customer Satisfaction Surveys
5. Mission, Vision and Values
6. In-process Measures
7. Key Performance Measures
8. Strategic Objectives
9. Service Delivery Process
10. Customer Complaint Management
11. Employee Training
12. Emergency Preparedness
13. Support Processes
14. Sharing Information
15. Systematic Improvement
16. Work Systems
17. Customers, Stakeholders and Key Requirements
18. Core Competencies
19. Strategic Challenges
20. Performance Improvement System
21. Workforce Profile
22. Workforce Engagement Surveys