



Key Definitions For Performance Levels

Level 1 - Interest

- The beginning level for organizations interested in adopting and applying Quality and Continuous Improvement principles, practices, and tools.

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Level 2 – Commitment

- Recognition is provided to organizations that have **demonstrated progress**, through their commitment and implementation of quality management principles, **by identifying and putting in place SOME key process improvements, which are directly attributable to a fact-based improvement process.** These organizations have documented a solid approach to system-level quality management and are implementing plans and procedures. At this level, results may or may not be evident.