

# Scoring Guide

# 2010

The SPARC Organisational Development Tool uses six scoring bands to identify the overall level of organisational capability and performance.

This scoring system has some similarities to the Baldrige Criteria for Performance Excellence (the world recognised standard and used by the New Zealand Business Excellence Foundation) and sets high standards. These scoring bands are also used for individual questions within the assessment.

It is important to recognise that scores in the *Sustainable* band are strong results and scores above this are uncommon. Many sport and recreation organisations will often score in the *Developing* and *Initiating* bands during their first assessment.

Category	Description
<b>World Class</b>	The organisation's performance is leading the sector and is a benchmark for other organisations. Cycles of improvement are embedded. <i>Meets expectations and exceeds many (more than half).</i>
<b>High Performing</b>	The organisation's performance is embedded enabling it to consistently meet or exceed operational needs and stakeholder expectations. There is evidence of cycles of improvement. <i>Meets expectations and exceeds some (less than half).</i>
<b>Sustainable</b>	The organisation has processes that should ensure ongoing capability to meet operational needs and stakeholder expectations without being exposed to unnecessary risk. <i>Meets expectations.</i>
<b>Developing</b>	The organisation's capability is largely meeting current operational needs; however it is below a sustainable level, potentially exposing it to risk. <i>Meets many (more than half) expectations.</i>
<b>Initiating</b>	The organisation's capability is limited or beginning, potentially inhibiting it from meeting current operational needs and/or exposing it to risk. <i>Meets some (less than half) expectations.</i>
<b>Absent</b>	The organisation has no or very limited capability, inhibiting it from meeting current operational needs and/or potentially exposing it to risk. <i>Meets no expectations.</i>