AFRICAN EXCELLENCE MODEL ASSESSMENT METRICS

Excellence Criteria		Points	Poor	Below Average	Average	Above Average	Good	Very Good	Excellent	Award Winner
		1000	≥100	110-200	210-300	310-400	410-500	510-600	610-700	810-1000
Direction 62.5	Strategy development	22.5								
	Strategy implementation	20								
	Strategy and operations review	20								
Governance 62.5	Leadership system	20								
	Culture of Excellence	22.5								
	Organizational Performance Review	20								
Humanity 125	Stakeholder and Market knowledge	50								
	Customer Relationships	45								
	Social and Environmental Responsibility	30								
People Wealth 125	Work systems	40								
	Training and Development	40								
	Quality of Life	45								
Realization 62.5	Process Design	20								
	Process Management	22.5								
	Process Review	20								
Intelligence 62.5	Economic and Financial Management	20								
	Logistics	20								
	Information Technology and Knowledge	22.5								
Results	Customer results	125								
	Financial results	125								
	Human results	125								
	Growth and Development	125								