

**The Excellence Network
Organizational Processes Self-Study v4**

#	Question	Processes
1	How does your organization ensure the health, safety and well-being of customers?	•
2	How does your organization create a positive culture characterized by positive regard and respectful treatment of people?	•
3	How does your organization resolve conflict in positive, non-coercive ways?	•
4	How does your organization demonstrate fairness and honesty in development and implementation of plans, policies and procedures?	•
5	How does your organization help people throughout the organization understand key dimensions of quality of life (e.g., community participation) and risks of compromised quality of life (e.g., social isolation) for its customers?	•
6	How does your organization support teams as they confront frustration and disappointment?	•
7	How does your organization implement effective decision-making and problem-solving processes?	•
8	How does your organization communicate effectively with customers?	•
9	How does your organization ensure the health, safety and security of the workforce?	•