

The eight performance excellence criteria:

- **Leadership** – Examines how senior executives guide the organization and how the organization addresses its responsibilities to the public and practices good citizenship.
- **Strategic Planning** – Examines how the organization sets strategic directions and how it determines key action plans.
- **Customer and Market Focus** – Examines how the organization determines requirements and expectations of customers and markets.
- **Information and Analysis** – Examines the management, effective use, and analysis of data and information to support key organization processes and the organization's performance management system.
- **Human Resource Focus** – Examines how the organization enables its workforce to develop its full potential and how the workforce is aligned with the organization's objectives.
- **Process Management** – Examines aspects of how key production/delivery and support processes are designed, managed, and improved.
- **Business Results** – Examines the organization's performance and improvement in its key business areas: customer satisfaction, financial and marketplace performance, human resources, supplier and partner performance, and operational performance. The category also examines how the organization performs relative to competitors.
- **Trusting Partnerships** – Examines the organizational relationships with other local, state and federal organizations. An increasingly important aspect to achieving organizational goals is honest, on-going and thorough communication.

By utilizing and continually evaluating the eight criteria, the North Carolina Department of Transportation hopes to achieve a positive impact to our environmental stewardship and streamlining activities by establishing better working relationships, higher productivity and a greater customer satisfaction without compromising our transportation program or our natural and human environment. In the long term, the North Carolina Department of Transportation hopes to achieve a positive organizational cultural change that will greatly improve our internal and external environments.