27 - Thoroughness - Ensuring that one’s own and other’s work and information are complete and accurate; careful preparation for meetings and presentations; following up with others to ensure that agreements and commitments have been fulfilled.

<table>
<thead>
<tr>
<th>Professional/Specialist</th>
<th>Basic</th>
<th>Proficient</th>
<th>Advanced</th>
</tr>
</thead>
</table>
|                         | • Works to ensure high quality of work  
• Makes an effort to monitor the quality of work  
• Attempts to verify information  
• Tries to check the accuracy of own work  
• Keeps track of information or work progress  
• Prepares for meetings and presentations  
• Helps to others with information or materials  
• Reviews the information in work reports provided by management, management information systems, or other individuals and groups | • Sets up procedures to ensure high quality of work (e.g., review meetings)  
• Monitors the quality of work  
• Acts to verify information  
• Checks the accuracy of own work  
• Develops and uses systems to organize and keep track of information or work progress  
• Carefully prepares for meetings and presentations  
• Organizes information or materials for others  
• Carefully reviews and checks the accuracy of information in work reports (e.g., production, sales, financial performance) provided by management, management information systems, or other individuals and groups | • Sets up highly effective and efficient procedures that ensure high quality of work (e.g., review meetings)  
• Regularly monitors the quality of work to identify and resolve issues on a timely basis  
• Regularly acts to verify the accuracy and completeness of information  
• Regularly checks the accuracy of own work; quickly identifies and resolves problems  
• Extremely skilled at developing and using systems to organize and keep track of information or work progress  
• Carefully plans and prepares for meetings and presentations; ready for anything  
• Organizes information or materials for others; helps others be more effective and efficient  
• Carefully reviews and checks the accuracy of information in work reports (e.g., production, sales, financial performance) provided by management, management information systems, or other individuals and groups; always identifies errors or discrepancies |

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### Thoroughness

Ensuring that one’s own and other’s work and information are complete and accurate; careful preparation for meetings and presentations; following up with others to ensure that agreements and commitments have been fulfilled.

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<tr>
<th>Supervisor/Manager</th>
<th>Basic</th>
<th>Proficient</th>
<th>Advanced</th>
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27 - **Thoroughness** - Ensuring that one’s own and other’s work and information are complete and accurate; careful preparation for meetings and presentations; following up with others to ensure that agreements and commitments have been fulfilled.

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<th>Director/Executive</th>
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<th>Proficient</th>
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• Monitors the quality of work  
• Acts to verify information  
• Checks the accuracy of other’s work  
• Develops and uses systems to organize and keep track of information or work progress  
• Carefully prepares for meetings and presentations  
• Organizes information or materials for others  
• Carefully reviews and checks the accuracy of information in work reports (e.g., production, sales, financial performance) provided by management, management information systems, or other individuals and groups | • Sets up highly effective and efficient procedures that ensure high quality of work (e.g., review meetings)  
• Regularly monitors the quality of work to identify and resolve issues on a timely basis  
• Regularly acts to verify the accuracy and completeness of information  
• Regularly checks the accuracy of other’s work; quickly identifies and resolves problems  
• Extremely skilled at developing and using systems to organize and keep track of information or work progress  
• Carefully plans and prepares for meetings and presentations; is ready for anything  
• Organizes information or materials for others; helps others be more effective and efficient  
• Carefully reviews and checks the accuracy of information in work reports (e.g., production, sales, financial performance) provided by management, management information systems, or other individuals and groups; identifies errors or discrepancies | • Creates a culture that sets up highly effective and efficient procedures that ensure high quality of work (e.g., review meetings)  
• Instills in the organization the need for regularly monitoring the quality of work to identify and resolve issues on a timely basis  
• Is the expert at regularly acting to verify the accuracy and completeness of information  
• Creates an expectation and coaches others to regularly check the accuracy of other’s work; helps them to quickly identify and resolve problems  
• Helps the organization be extremely skilled at developing and using systems to organize and keep track of information or work progress  
• Coaches others to carefully plan and prepare for meetings and presentations; helps them be ready for anything  
• Is well known in the organization for organizing information or materials for others; helps them be more effective and efficient  
• Drives self/organization to carefully review and check the accuracy of information in work reports (e.g., production, sales, financial performance) provided by management, management information systems, or other individuals and groups; creates a mindset to identify errors or discrepancies |