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.

	Basic	Proficient	Advanced
Professional/ Specialist	• 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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	Basic	Proficient	Advanced
Supervisor/ Manager	• 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 other's 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 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

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	Basic	Proficient	Advanced
Director/ Executive	• 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 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 then 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

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