

SCORES	PERFORMANCE LEVEL	GUIDANCE ON SYSTEM PERFORMANCE MATURITY LEVEL	GUIDANCE ON AUDIT SCORING OF SYSTEM IMPLEMENTATION
1	No Formal Approach	No systematic approach evident, no results, poor results or unpredictable results	No evidence of implementation. No evidence of system requirement being identified either as a record format or as a procedural requirement
2	Reactive Approach	Problem- or corrective based systematic approach; minimum data on improvement results available.	No recent (12 months) evidence of system implementation. Some procedural or reporting formats may exist but not recently referenced or used.
3	Stable formal system approach	Systematic process-based approach, early stage of systematic improvements; data available on conformance to objectives and existence of improvement trends	Evidence of elementary quality system requirements being met exists. There are instances of some requirements being occasionally overlooked or by-passed but generally, evidence of quality conformance exists.
4	Continual Improvement emphasised	Improvement process in use; good results and sustained improvement trends.	Strong record system of conformance to quality system requirements in spirit of ISO 9001:2000. Some weaknesses in terms of 'optimum' or ideal system performance are observed but generally a well implemented quality system but perhaps with potential to achieve more.
5	Best in class performance	Strongly integrated improvement process; best in class benchmarked results demonstrated	Full evidence of system implementation with system, product and process records verifying customer quality needs and expectations met