**INSTRUCTIONS:** On the front, rate each standard (1 is low, 10 is high) and comment as needed. Ratings should prioritize consistency and quality of meeting each standard. Then give an overall score for this Moment of Truth. Use the back side for detailed planning.

Standard 1:

1 2 3 4 5 6 7 8 9 10

Standard 2:

1 2 3 4 5 6 7 8 9 10

Standard 3:

1 2 3 4 5 6 7 8 9 10

Standard 4:

1 2 3 4 5 6 7 8 9 10

Standard 5:

1 2 3 4 5 6 7 8 9 10

Standard 6:

1 2 3 4 5 6 7 8 9 10

Overall:

1 2 3 4 5 6 7 8 9 10

Based on the ratings you’ve made, what 3 standards could most use improvement?

What would getting the next rating up look like? What benefits and value would there be?

What would we need to do to achieve that next rating?

Who would do what by when?