

Scoring the Service Curve Assessment

Step 1. In each row, check the same box you checked on the previous page.

Step 2. Add or subtract points from 50, as indicated. The total score is your company's Service Curve Index.

		Your Response			Subtotal
		A	B	C	50
1.	<input type="checkbox"/> Subtract 3 points	<input type="checkbox"/> Add 3 points	<input type="checkbox"/> Add 0 points		_____
2.	<input type="checkbox"/> Add 0 points	<input type="checkbox"/> Subtract 5 points	<input type="checkbox"/> Add 5 points		_____
3.	<input type="checkbox"/> Subtract 3 points	<input type="checkbox"/> Add 0 points	<input type="checkbox"/> Add 3 points		_____
4.	<input type="checkbox"/> Add 0 points	<input type="checkbox"/> Subtract 5 points	<input type="checkbox"/> Add 5 points		_____
5.	<input type="checkbox"/> Subtract 3 points	<input type="checkbox"/> Add 3 points	<input type="checkbox"/> Add 0 points		_____
6.	<input type="checkbox"/> Subtract 5 points	<input type="checkbox"/> Add 0 points	<input type="checkbox"/> Add 5 points		_____
7.	<input type="checkbox"/> Add 3 points	<input type="checkbox"/> Subtract 3 points	<input type="checkbox"/> Add 0 points		_____
8.	<input type="checkbox"/> Add 0 points	<input type="checkbox"/> Add 3 points	<input type="checkbox"/> Subtract 3 points		_____
9.	<input type="checkbox"/> Add 0 points	<input type="checkbox"/> Subtract 5 points	<input type="checkbox"/> Add 5 points		_____
10.	<input type="checkbox"/> Subtract 5 points	<input type="checkbox"/> Add 0 points	<input type="checkbox"/> Add 5 points		_____
11.	<input type="checkbox"/> Add 3 points	<input type="checkbox"/> Add 0 points	<input type="checkbox"/> Subtract 3 points		_____
12.	<input type="checkbox"/> Add 5 points	<input type="checkbox"/> Add 0 points	<input type="checkbox"/> Subtract 5 points		_____
Total (your Service Curve Index):					_____

Step 3. Plot your score in its approximate place on the service curve. Then see the following pages for information on how to interpret your score.



Source: Corporate Executive Board, *Climbing the Service Curve*, 2003