

## Rubric for Research Project for Goods and Services in the Human Services Industry

Task Description: In groups, research quality-control systems for goods and services in the Human Services industry and submit a two-page paper. Research should include:

- Customer focus - Understand current and future customer needs
- Describe the quality management system - Roles, responsibilities and authority of those responsible for product and service quality and establishing guidelines
- Initiatives aimed at improving product safety
- Responding to the customer - Customer feedback to improve its products and customer services

Select a business/career associated within Human Services Career Pathway that will be the focus of your project.

Criteria	Weight	Exemplary Yes	Accomplished Yes, but	Developing No, but	Beginning No
<b>Content of Finished Product</b>	50%	<input type="checkbox"/> In-depth coverage of topic <input type="checkbox"/> Expands research by examining related topics	<input type="checkbox"/> Displays an understanding of topic <input type="checkbox"/> Content is comprehensive and accurate	<input type="checkbox"/> Little understanding of topic <input type="checkbox"/> Does not cover entire topic; some inaccuracies	<input type="checkbox"/> No understanding of topic <input type="checkbox"/> Little support of topic
<b>Organization</b>	25%	<input type="checkbox"/> Creative and thoughtful arrangement of ideas <input type="checkbox"/> Makes clear connections among ideas	<input type="checkbox"/> Logical arrangement of ideas <input type="checkbox"/> Makes connections among ideas	<input type="checkbox"/> Organization required little creative thought <input type="checkbox"/> Connections may be awkward	<input type="checkbox"/> Organization lacking or confusing <input type="checkbox"/> Poor connections
<b>Mechanics/Format</b>	25%	<input type="checkbox"/> Superior sentence structure and vocabulary	<input type="checkbox"/> Good sentence structure and vocabulary	<input type="checkbox"/> Little variety in sentence type and word choices	<input type="checkbox"/> No variety in sentence type; simple word choice

Assignment Score \_\_\_\_\_ + Beyond/Bonus \_\_\_\_\_ = Final Score \_\_\_\_\_