GE-TOOLS-1.0 / VERSION 1.0

Evidence & Assessment Toolkit

Organizational performance and service quality

Great Entity Institute
2778 Olaya St.
Riyadh, Saudi Arabia

Document date: 26 October 2026
Assessment and certification standards.

In this document

01 Assessment Readiness Guide

02 Building an Evidence Portfolio

03 Defining Assessment Scope

04 Designing Useful Feedback

05 Turning Findings into Improvement

Working templates

Use this document with its stated edition. Applications and enquiries: contact@greatentity.com. Certificate verification: verify@greatentity.com. Certification follows an assessment and an authorized decision.

Assessment Readiness Guide

Understand what you have before preparing what you need.

Establish the starting point

Define the intended scope, identify the teams responsible, and review existing performance information. Note which activities have reliable records and where evidence is incomplete.

Build a practical plan

Assign owners to evidence gaps and distinguish missing documentation from missing practice. Preparing for assessment should not become an exercise in creating paperwork without improving delivery.

Building an Evidence Portfolio

Organize information so it can be understood and checked.

Create an evidence map

Link each item to the relevant requirement, name an owner, and record the period covered. Include enough context to explain what the record demonstrates and its limitations.

Keep the portfolio usable

Avoid multiple conflicting versions and large unstructured uploads. Share only information needed for the assessment, with appropriate handling of confidential and personal data.

Defining Assessment Scope

Make the boundaries of a claim explicit.

Identify what is included

List the entity, locations, services, time period, and category. Clarify shared services and outsourced activities that affect the results being assessed.

Explain exclusions

State what is outside the assessment and why. Any public certification claim should remain within the approved scope, especially where only part of an organization has been assessed.

Designing Useful Feedback

Ask questions that produce actionable information.

Define the audience

Identify the people whose experience matters to the assessment and how they will be reached. Consider who may be excluded by the chosen language, channel, or timing.

Ask and interpret carefully

Use clear, neutral questions about specific experiences. Report the sample and collection method alongside results, and examine differences between groups instead of relying only on an overall average.

Turning Findings into Improvement

Move from an observed gap to a measurable change.

Understand the cause

Describe the finding, examine its causes, and identify who is affected. Avoid choosing a solution before understanding why the problem occurs.

Follow through

Assign an owner, deadline, and evidence of completion. Check whether the action changed the underlying result, rather than closing it simply because a task was performed.

Scope record

Blank working template. Complete it for the actual engagement; retain the source evidence and review record.

Entity and authorized representative

Activities, locations, channels, and category modules

Evidence period and operating history

Outsourced dependencies and justified exclusions

Assessment lead, independent reviewer, and decision authority

Evidence register

Blank working template. Complete it for the actual engagement; retain the source evidence and review record.

Criterion and evidence identifier

Source, owner, date, and reporting period

Method and sample selected

Assessor conclusion and limitations

Contradictions, follow-up, and disposition

Criterion rating sheet

Blank working template. Complete it for the actual engagement; retain the source evidence and review record.

Criterion code and assessment scope

Approach (0-4): evidence and rationale

Implementation (0-4): evidence and rationale

Results (0-4): evidence and rationale

Learning (0-4): evidence and rationale

Calculated score / 50; findings and review

Finding and corrective action

Blank working template. Complete it for the actual engagement; retain the source evidence and review record.

Criterion, evidence, and classification

Impact and immediate containment

Cause analysis, action owner, and deadline

Closure evidence and effectiveness check

Reviewer decision and date

Independent decision record

Blank working template. Complete it for the actual engagement; retain the source evidence and review record.

Entity, scope, categories, and framework edition

Total and dimension scores; evidence sufficiency

Critical and major finding closure; minor action plans

Competence and conflict checks

Grant / defer / decline: reasons and signed authority

Certificate reference and register entry, if granted