

## **Weighted Criteria Matrix**

### ***Description***

The weighted criteria matrix is a valuable decision-making tool that is used to evaluate program alternatives based on specific evaluation criteria weighted by importance. By evaluating alternatives based on their performance with respect to individual criteria, a value for the alternative can be identified.

The values for each alternative can then be compared to create a rank order of their performance related to the criteria as a whole. The tool is important because it treats the criteria independently, helping avoid the over-influence or emphasis on specific individual criteria.

The matrix itself is constructed with the alternatives listed along one side and the review criteria along the other. A box to insert the specific assigned weight is located with each criteria. An evaluation scale is established for the whole matrix. The ranking of the alternative based on its ability to address the specific criteria is entered into the appropriate cell. The total scores are then available to use in ranking alternatives.

### ***Why Use Weighted Criteria Matrix to Develop and Review Workplace Solutions?***

- The weighted criteria matrix is just one means of evaluating proposed workplace strategies. Often, rather than not having enough ideas for the strategies, organizations find themselves with too many. The weighted criteria matrix can help organizations narrow the list of options using criteria such as cost against other criteria such as quality or efficiency.

### ***How Else Can It Be Used?***

- Use the weighted criteria matrix whenever a decision or series of decisions are necessary in an IWS project.

- **Managing Change:** It can also be used to help resolve conflicts during the change management stage of an IWS project, and in the establishment of initial project goals.

### ***Who to Involve***

- All project team members should be involved in the development of a weighted criteria matrix.
- When decisions will affect user groups, representatives of those groups should have input to the weighted criteria matrix process.

Source: Adapted from Joe Ouye, Facility Technics Facility Management Consulting, 505 17th Street, Suite 300, Oakland, CA 94612. Adapted by permission.

## Sample: Weighted Criteria Matrix

ALTERNATIVE	Criterion 1 Cost effectiveness for Div		Criterion 2 Cost effectiveness for Co		Criterion 3 Employee satisfaction		Criterion 4 Flexibility for Divs		TOTAL SCORE
	4		4		1		3		
	Raw Score	Wtd Score	Raw Score	Wtd Score	Raw Score	Wtd Score	Raw Score	Wtd Score	
1 Status Quo (incl same cost allocation scheme)	0		0		4	4	0		4
2 Keep all Divisions in the same hub office, with private offices	1	4	1	4	4	4	1	3	15
3 Keep all Divisions in the same hub office, with office-sharing (2 salespeople to 1 office)	2	8	2	8	3	3	1	3	22
4 Keep all Divisions in the same hub office, with hoteling (3 salespeople to 1 office)	3	12	3	12	2	2	3	9	35
5 All Divisions to work out of Executive Suites	2	8	2	8	3	3	4	12	31
									0

Cost effectiveness for Div	Cost effectiveness for Co	Employee satisfaction	Flexibility for Divs
0 Low	0 Low	0 Low	0 Low
2 Medium	2 Medium	2 Medium	2 Medium
4 High	4 High	4 High	4 High

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