



## OFFICIAL LANGUAGES MATURITY MODEL

### WHAT IS A MATURITY MODEL?

Maturity models are recognized as effective tools for improving organizational processes for many reasons, including the following:

- They are used to assess an organization's progress based on established standards.
- They include several levels of maturity that correspond to different stages of organizational development.
- They help organizations to better define their strengths, identify their shortcomings and establish what they have to do to move forward and improve.

### THE OFFICIAL LANGUAGES MATURITY MODEL

The OLMM is an approach developed by the Office of the Commissioner of Official Languages to obtain a more integrated and horizontal overview of official languages.

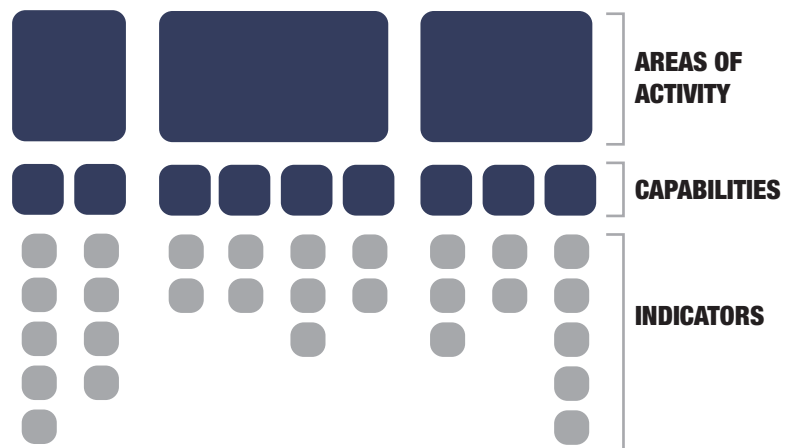
### WHY USE IT?

Organizations that use the OLMM will be better equipped to:

- identify their strengths and weaknesses in terms of official languages based on concrete examples;
- develop a roadmap for improving the way official languages are incorporated into their decision making and operational processes; and
- meet their obligations under the *Official Languages Act*.

The Official Languages Maturity Model is structured along **3 areas of activity**, which are defined using **28 indicators** grouped into **9 capabilities**. The indicators show the extent to which the organization possesses the capabilities.

Each indicator has 5 levels of maturity. At the lower levels, the organization does not have formal or standard practices. At the higher levels, practices and processes are standard throughout the organization, monitoring and assessment mechanisms are in place, and innovation and leadership are strong in the area described by the indicator.



The results of the OLMM will give the government an overview of the status and progress of official languages within the federal public service. They will also help the Office of the Commissioner of Official Languages to better target its interventions in order to promote the advancement of official languages in the federal public service and in Canadian society. For more information, please visit the Office of the Commissioner of Official Languages website.