TEMPLATE: Digital Accessibility Maturity Model Plan for Vendors

Introduction

About this template

This template is designed to help vendors assess, plan, and track their progress in building a sustainable accessibility program. By using this structured tool, teams can

- Evaluate current accessibility maturity level.

- Identify strengths and gaps across different dimensions.

- Develop a targeted action plan to address priority areas.

- Track progress over time to ensure continuous improvement.

This document follows the Digital Accessibility Maturity Model for vendors, which assesses accessibility maturity across ten key dimensions. A spreadsheet version of this template is also available.

How to use this template

Complete the self-assessment summary

Use the dropdown menus to select your current score (0-3) for each dimension. Identify your strengths, gaps, and risks based on your self-assessment results.

Develop an action plan

For each dimension requiring improvement, document key action items, responsible individuals or teams, target completion dates, and status updates.

Monitor progress & adjust

Use the progress tracking section to review your updates periodically. Document key improvements, challenges faced, and next steps for each review cycle.

Self-assessment summary

Use this section to evaluate your current accessibility maturity level.

- Each dimension represents a key aspect of digital accessibility maturity.

- Select a score from 0 to 3 to indicate where your organization currently stands.

- Document key strengths, gaps, and risks based on your assessment.

Date of self-assessment:

Dimension	Score (0-3)	Strengths, gaps, risks
Leadership & strategic commitment	Select ▾	
Risk management	Select ▾	
Roles & responsibilities	Select ▾	

Dimension	Score (0-3)	Strengths, gaps, risks
Product & content development	Select ▾	
Quality assurance & evaluation	Select ▾	
Communication & documentation	Select ▾	
Procurement & contracting	Select ▾	
Internal capacity building	Select ▾	
User engagement & feedback	Select ▾	
Continuous improvement	Select ▾	

Action plan

This section helps you develop a targeted strategy for improvement.

- For each dimension with a low score, define specific action items.

- Assign responsibility to a team or individual.

- Set a target date for completion.

- Use the status column to track progress.

Dimension	Action item	Person(s) responsible	Target date	Status
Select dimension ▾				Select ▾

Select dimension ▾				Select ▾
Select dimension ▾				Select ▾
Select dimension ▾				Select ▾
Select dimension ▾				Select ▾
Select dimension ▾				Select ▾
Select dimension ▾				Select ▾
Select dimension ▾				Select ▾
Select dimension ▾				Select ▾

Progress tracking

Use this section to document updates at each review period.

- Record key improvements and completed actions.

- Identify challenges that slowed progress.

- Define next steps for the upcoming review cycle.

Review date	Key improvements	Challenges faced; next steps

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Document notes

- Resource by Donna Murray, Digital Accessibility Specialist, NCDPI. When developing resources, I sometimes use AI tools to assist with brainstorming, summarizing, and synthesizing information.

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Document history

Date	Notes
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