

Baldrige Glossary HD: Action Plans

Action Plans

The term “*action plans*” refers to specific *actions* that respond to short- and longer-term *strategic objectives*. *Action plans* include details of resource commitments and time horizons for accomplishment. *Action plan* development represents the critical stage in planning when *strategic objectives* and *goals* are made specific so that *effective*, organization-wide understanding and *deployment* are possible. In the *Criteria*, *deployment* of *action plans* includes creating *aligned measures* for all departments and work units. *Deployment* might also require specialized training for some *employees* or recruitment of personnel.

An example of a *strategic objective* for a supplier in a highly competitive industry might be to develop and maintain a price leadership position. *Action plans* could entail designing efficient *processes* and creating an accounting *system* that tracks activity-level costs, *aligned* for the organization as a whole. *Deployment* requirements might include unit and team training in setting priorities based upon costs and benefits. Organizational-level *analysis* and review likely would emphasize *productivity* growth, cost control, and quality.

See also the definition of “*strategic objectives*”.

Note: [Blue](#) words above are hyperlinks to other GLOSSARY HD terms and their definitions.

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