

WIA STRATEGIC PLANNING WORKSHOP

Today's Road Map (2-Hour Session)

- Welcome and Expectations (10 Minutes)
- Board Responsibilities under WIA (10 Minutes)
- Elements of Strategic Planning (10 Minutes)
- Identifying Customer Needs (15 Minutes)
- Develop "Top 5" List of Planning Issues (1 Hour)
- Wrap Up and Next Steps (15 Minutes)

Today's Road Map (4-Hour Session)

- Welcome, Introductions, Expectations (30 Minutes)
- Board Responsibilities under WIA (15 Minutes)
- Elements of Strategic Planning (15 Minutes)
- Vision and Mission (30 Minutes)
- Break (15 Minutes)
- Identifying Customer Needs (15 Minutes)
- Develop "Top 5" List of Planning Issues (1 Hour)
- Develop Strategic Goals (45 Minutes)
- Wrap Up and Next Steps (15 Minutes)

Today's Road Map (6-Hour Session)

- Welcome, Introductions, Expectations (30 Minutes)
- Board Responsibilities under WIA (30 Minutes)
- Elements of Strategic Planning (30 Minutes)
- Break (15 Minutes)
- Vision and Mission (30 Minutes)
- Identifying Customer Needs (30 Minutes)
- Lunch (1 Hour)
- Develop "Top 5" List of Planning Issues (1 Hour)
- Break (15 Minutes)
- Develop Strategic Goals (1 Hour)
- Develop Action Plan (45 Minutes)
- Wrap Up and Next Steps (15 Minutes)

OVERVIEW OF THE BALDRIGE CRITERIA FOR PERFORMANCE EXCELLENCE

The Criteria for Performance Excellence provide organizations with an integrated, results-oriented framework for implementing and assessing processes for managing all operations. These Criteria are also the basis for making Awards and providing feedback to applicants. The Criteria consist of seven Categories:

Category 1 – Leadership

The company's leadership system, values, expectations, and public responsibilities.

Category 2 – Strategic Planning

The effectiveness of strategic and business planning and deployment of plans, with a strong focus on customer and operational performance requirements.

Category 3 – Customer and Market Focus

How the company determines customer and market requirements and expectations, enhances relationships with customers, and determines their satisfaction.

Category 4 – Information and Analysis

The effectiveness of information collection and analysis to support customer-driven performance excellence and marketplace success.

Category 5 – Human Resource Focus

The success of efforts to realize the full potential of the workforce to create a high performance organization.

Category 6 – Process Management

The effectiveness of systems and processes for assuring the quality of products and services.