

# Baldrige Template for Thinking Systemically

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Strategy / Project Name

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Targeted Outcome

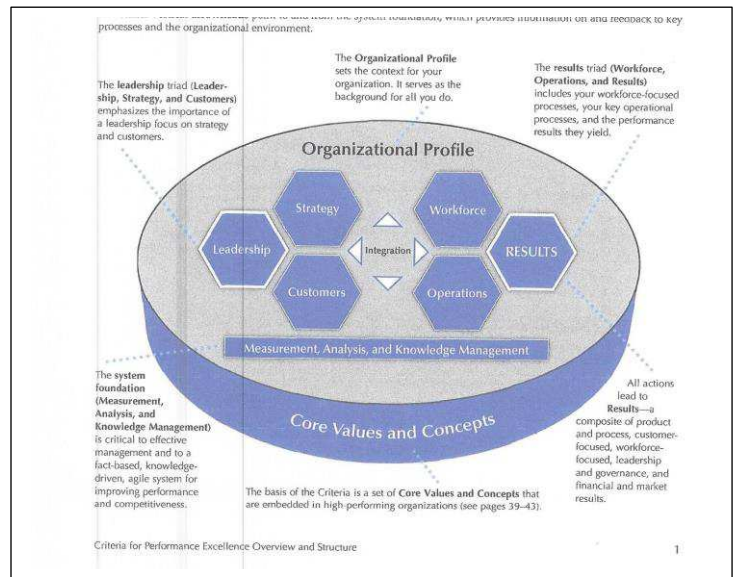
Theory of Improvement:

If \_\_\_\_\_

Then \_\_\_\_\_

As measured by \_\_\_\_\_

Questions:



1. Leadership

- a. Who needs to lead this?
- b. Who are the formal and informal leaders that need to be involved?
- c. What is my leadership role?

2. Strategic Planning

- a. How does this fit with the MMVV?
- b. How does it connect to the strategic plan?
- c. Where does it fit in our annual plan [DIP or CIP]?

3. Customer Focus

- a. Who are the internal and external customers of this strategy/ project?
- b. What requirements do they need to have met for this to be successful?
- c. How will we meet those requirements?

4. Measurement, Analysis, Knowledge Management

- a. How will we gather the measures [who, when, report to whom]?
- b. How will we do the analysis of the “in process” and final results?
- c. How will we share the learning and innovations?

5. Workforce Focus

- a. How will we engage the workforce in the process?
- b. What training will they need?

6. Operations Focus

- a. What will be our process steps?
- b. How will we do fidelity checks?
- c. How will we manage the ongoing process?

7. Results

- a. What will we report for results?
- b. How will we report our results?
- c. How will we share and use our results with the larger organization?

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