

Action Planning



Part 2 – Analysis & Action EXERCISE

U.S.-Middle East Partnership Initiative



Democracy • Education • Economy • Women

Beyster |  UC San Diego
INSTITUTE | Rady School of Management

State the SMART Goal

1. Planning Goal (end result desired)

Move the Purchasing Department to the new office location in Building A by May 1, 200X

Action Steps

| Step 2. Specify Action Steps | | | |
|---|----------------|----------|-----------|
| | Responsibility | Due Date | Critical? |
| Install new furniture, phones and computer networks | Pete | 3/25 | |
| Notify vendors of new location and phone number | Sue | 4/1 | |
| Designate new offices to members of Purchasing staff | John | 4/10 | Y |
| Move Purchasing records/files to new location | Sue | 4/15 | Y |
| Conduct daily Purchasing operations from new location | John | 4/30 | |

Identify Potential Problems/Opportunities

| Step 3. Potential Problems | | | Step 4. Likely Causes |
|---|---|---|-----------------------|
| | P | S | |
| | | | |
| Friction and conflict among staff over office designation (potential problem) | H | M | |
| Opportunity to revise record keeping/filing system | | H | |

Identify Potential Problems

| Step 3. Potential Problems | | Step 4. Likely Causes | |
|---|---|-----------------------|--|
| | P | S | |
| Friction and conflict among staff over office designation (potential problem) | | | Staff members see method of designation as inequitable (favoritism is suspected) |
| Opportunity to revise record keeping/filing system | | | Files have to be purged and put into new cabinets, system can be made to match current process |

Contingency Planning

| Step 5. Preventative Actions | Step 6. Contingent Actions | Step 7. Contingency Alarm |
|--|----------------------------|---------------------------|
| | | |
| Conduct random assignment of office space & make visible | | |
| Hold staff meeting outlining opportunity to improve filing/records | | |

Contingency Planning

| Step 5. Preventative Actions | Step 6. Contingent Actions | Step 7. Contingency Alarm |
|--|--|---|
| | | |
| Conduct random assignment of office space & make visible | Publish memo offering to discuss issues and attempt of accommodate reasonable considerations | When 3 or more complaints have been reported |
| Hold staff meeting outlining opportunity to improve filing/records | Design and implement new system | When 3 or more ideas are generated on how to improve system |