Assessment and Action Plan—Functional Area

Functional Area:
Web Address:
Mission Statement:

Description of Service(s):

PHASE 1				PHASE 2		PHASE 3	
Goals	**Objectives**	**Strategies**	**KPI**	**Results**	**Interpretation**	**Action**	**Follow-Up**
What do you strive to improve?	What projects will be completed?	What services and processes will be used to meet the objective?	How will success of objectives be determined?	What was learned in the assessment process?	What do the results mean to the unit?	How will results be used to make improvements?	How will unit know if change made a difference?
Broad, meaningful, achievable, and provide a framework for objectives	Specific, results-oriented, measurable, time-bound	Clearly-linked, sufficient, and facilitate collection of meaningful data	Measures to be analyzed and the criteria for success	Describe in detail, include when data was recorded, and all staff involved			
1							

Prepared by: Date:

2							
3							

Prepared by: Date:

4							
5							

Prepared by: Date:

Recommendations for improving the unit assessment processes:

Prepared by: Date: