

SMART Action Planning

The SMART model was developed by psychologists as a tool to help people set and reach their goals.

S—Specific
M—Measureable
A—Agreed
R—Realistic
T—Time-bound

Specific

Is your goal well defined? Avoid setting unclear or vague objectives; instead be as precise as possible.

- *Instead of:* To get all equipment in a good state
- *Make it specific:* Contact the maintenance company to repair centrifuge with label NRL10034

Measurable

Be clear how will you know when you have achieved your goal. Using numbers, dates and times is one way to represent clear objectives.

- *Instead of:* To get better results
- *Make it measurable:* Bring down the false positivity rate in EQA to max 3%

Agreed

Actions need to be carried out by someone. It is therefore crucial to assign each SMART action point to a specific person. This person can be held accountable for timely implementation of the action point and this makes follow-up easier for the manager.

Realistic

Setting impossible goals will only end in disappointment. Make your goals challenging, but realistic.

- *Instead of:* Become accredited in 16 months' time
- *Make it attainable:* Achieve completion of LQSI tool phase 1 in nine months' time

Time-bound

Set a time scale for completion of each goal. Even if you have to review this as you progress, it will help to keep you motivated.

- *Instead of:* Do the Facility and Safety assessment
- *Make it time-bound:* Do the Facility and Safety assessment before the 27th of February 2012

An example of how you can formulate a good action point

Deadline : Person assigned : Specific action : Date of formulating action point.

Example:

27-11-2013 : O. Anujuo : Complete the Facility and Safety assessment and develop an action plan based on its outcome : 16-09-2013