SMART Action Planning

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

**S—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

**M—Measureable**
Be clear how you will 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%

**A—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.

**R—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

**T—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