



# ***Delaware Quality Partnership Strategic Business Plan***

This document comprises a five-year strategic plan for the Delaware Quality Partnership (DQP). This strategic plan reviews DQP's strengths, weaknesses, threats and opportunities; presents a series of fundamental statements relating to DQP's vision, mission, values and objectives; and sets out DQP's proposed strategies, goals and action programs.

## **Vision**

The Delaware Quality Partnership is recognized as a leader in performance excellence within our state government.

## **Mission Statement**

The DQP is an organization of professionals working together to promote excellence in state government. We do this by:

- Fostering partnerships
- Sharing information
- Providing quality training in management and process improvement

## **Organizational Values**

The organizational values governing the DQP will include the following:

- **FOCUS ON EXCELLENCE** – We promote and are committed to a Baldrige-based model. We use information and data to assess processes. We believe that process improvement is continuous.
- **FOCUS ON STAKEHOLDERS** – We strive to bring quality management and process improvement awareness and activities to organizations and individuals within Delaware state government.
- **STEWARDS OF OUR RESOURCES** – We are committed to providing the highest quality training and services to our stakeholders at the lowest possible cost. We are funded through membership dues and training registration fees.
- **PROMOTE PARTNERSHIPS** – We believe in the value of networking and provide opportunities for individuals and organizations within Delaware state government to share information on performance excellence activities.
- **RESPECT**– We are respectful of our partner's time, ideas, and suggestions. We are focused upon understanding our member's performance excellence needs and providing appropriate resources to meet those needs.