

## Reading: Desired Future State Goals

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### **Business Goals**

Examples include:

- Improved productivity
- Reduced costs
- Increased responsiveness to customer needs
- Faster turnarounds, reduced idle time, or reduced rework
- Full utilization of new or improved technology
- Better process control

### **People Goals**

Examples include:

- More work accomplished with same number of people
- Better utilization of people
- Fewer accidents
- Increased flexibility
- More teamwork
- Better working conditions
- More meaningful work

### **Organizational Goals**

Examples include:

- Alignment to customer needs
- Flatter organization
- Easy coordination, linkage of units
- Open communications
- Rapid, high-quality decisionmaking
- Culture that supports mission