



Tactics

This appendix lists some examples of tactics—each to be quantified and given a specific timetable.

To support a strategic objective that delineates offering a product of superior quality, tactics might include setting specific performance goals for the following:

- An improvement in defect-free manufacturing processes
- Attaining ISO certification of all work processes and instructions
- Providing related employee training and education
- Achieving better internal audit scores
- Partnering with suppliers
- Benchmarking
- Reducing service call rates
- Implementing continuous improvement initiatives

To support a strategic objective that identifies a specific cost reduction target in a manufacturing area, tactics might include setting specific performance goals for the following:

- Increasing productivity
- Reducing scrap/waste
- Reducing material handling
- Reducing manpower
- Reducing lost time accidents
- Reducing energy costs
- Redesigning the facility layout
- Upgrading equipment
- Reducing raw materials and finished inventory
- Reducing turnover

To support a strategic objective whereby talent acquisition by becoming the employer of choice is critical, tactics might include setting specific performance goals for the following:



- Expanding advertising sources
- Increasing community exposure
- Partnering with a local school/university
- Creating programs around work/family balance
- Enhancing healthcare benefits programs
- Adjusting compensation scales
- Competitive intelligence (where are the best people?)
- Tapping existing networks/systems