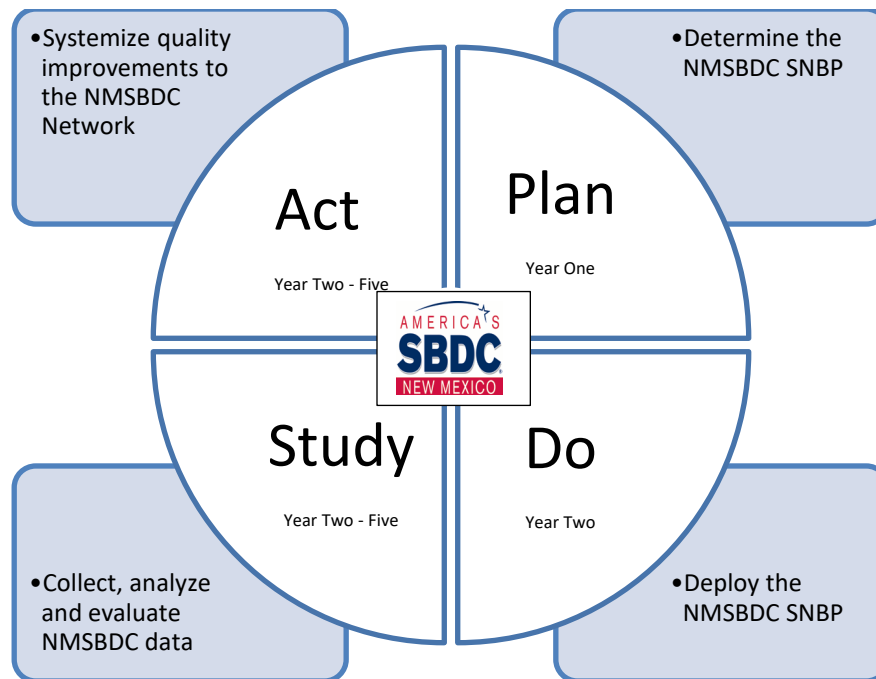


New Mexico Small Business Development Center (NMSBDC) Statewide Network Business Plan (SNBP) Cycle

(Strategic Planning Cycle)



Plan – Year One

- Review program and stakeholder provided documents.
- Analyze surveys, outcomes, budgets, demographics, and accreditation report.
- Assess strategic priorities, values, mission, vision, wildly important goals, measures, key services, client segments, stakeholder segments and systems.
- Conduct regional meetings with SBDC staff to gather input.
- Conduct Lead Center and Center Director meeting to refine input, complete swot analysis, and finalize recommendations to the Executive State Director.
- Assess and determine methods for gathering stakeholder and client feedback.

Do – Year Two

- Launch updated SNBP.
- Train statewide network.
- Confirm uniform understanding of the strategic priorities and plan.

Study – Year Two - Five

- Continue to monitor activities and outcomes towards our strategic priorities.
- Continue to conduct and analyze client and staff surveys.
- Continue to obtain and analyze stakeholder feedback.
- Continue to monitor center performance measures and Key Performance Indicators to internal and external benchmarks and experiment with quality improvements.
- Evaluate effectiveness of improvement actions, strategies and systems.

New Mexico Small Business Development Center (NMSBDC) Statewide Network Business Plan (SNBP) Cycle

(Strategic Planning Cycle)

Act – Year Two - Five

- Adjust for compliance and stakeholder needs.
- Systemize the quality improvements which proved successful.
- Apply lessons learned to next cycle.