

# Planning



The second quality mark investigates the organisations mission, aims & values.

It also examines if your outcomes and impacts are based on the needs and expectations of users and other stakeholders.

By looking at your organisations Planning you can see if Clear priorities and targets are set and if progress is regularly reviewed.

By looking at your organisations Planning you can make sure you have clear processes in place to meet your mission, aims and values.

This quality area is about:

- Defining your mission, aims and values, based on understanding what your users and other stakeholders need.
- You then need to plan what you will do and agree outcomes, set targets, and a systematic review progress and where relevant, you involve users to ensure the mission, aims and values are being met.

