



INTERNATIONAL
OMBUDSMAN
ASSOCIATION

IOA Strategic Planning: Reshaping IOA to Advance the Organizational Ombudsman Field

Strategic Planning Process

- Member Input
- Board Input
- Budget Process
- Committee Input
- Today's Discussion & Input



Strategic Planning Alignment

- IOA Vision
- IOA Mission

Envisioned Future:

For every major organization to have an organizational ombuds office.



Strategic Planning Goals

- **Goal 1:** Further IOA's Vision, Mission and Values
- **Goal 2:** Assess and Improve IOA Operational Effectiveness
- **Goal 3:** Ensure Financial Sustainability and Growth of IOA
- **Goal 4:** Develop Stronger Presence and Outreach for IOA
- **Goal 5:** Influence Policy Making



Today's Discussion: An Opportunity for Input

- Discussion prompts are organized around Strategic Goals of the draft Strategic Plan
- Each table will be assigned one of the five Strategic Goals to generate ideas and points of convergence to provide as input



Today's Discussion: An Opportunity for Input

- We will reconvene as a whole for an exchange of highlights of table group discussions
- Table input summaries will be collected and compiled to inform the finalizing of the Strategic



Discussion Prompts:

- Q1. Is the goal identified important for the Association/Ombudsman field?
- Q2. What do you feel is crucial, missing or off target with the key initiatives listed for these goals?
- Q3. If you had a chance to review all 5 Goals, is there anything missing?