***Club Business Planning Process – Supported by***

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| **Create your own Club Governance Action Plan** |
| Club Name Lead Person Supported By Signature |  |    |
|  |  | **Who** | **When** |
| 1. Making your club’s direction clear & sharing your goals.  |  |  |  |
| 2. Who is going to do the work ? Establishing roles, responsibilities and accountability.  |  |  |  |
| 3. The clubs leaders – recruitment, induction, training and education.  |  |  |  |
| 4.Holding effective meetings with new standards & expectations. |  |  |  |
| 5. Our focus is on customer feedback & monitoring our performance.  |  |  |  |
| 6. Appetite to improve  |  |  |  |