

## Levels of Decision Making

Level of Decision	Description/Example	Who Decides
<b>Strategic</b>	Decisions affecting long-term priorities such as mission, institutional direction, values, priorities and principles.	Governing Board
<b>Quality</b>	Decisions affecting who are the organization's primary clientele, types of services, delivery systems that focus on the relationship of programs and departments to overall mission	Governing Board
<b>Resource</b>	Decisions affecting planning, budgeting, financing, marketing, and personnel. Budget approval process, setting rates and fees	Governing Board/Manager
<b>Administrative</b>	Decisions about day to day practices, participation in community activities, selection of contractors, interlocal agreements	Governing Board/Manager
<b>Standard Operating Procedure (SOP)</b>	Decisions affecting procedures used to handle routine transactions and normal form, process, method and application of policies	Manager/Staff
<b>Rule</b>	Decisions and regulations that guide or prescribe everyday conduct (parking, smoking areas, dress, etc.)	Manager/Staff

