

Using research to inform business and strategic decisions

**Graeme Young
Research Analyst
Chisholm Institute of TAFE**

To inform the business and strategic planning functions, Chisholm Institute of TAFE has developed an integrated process. Research is central to the functions of performance monitoring and the decision-making process. The Quality and Planning Department covers the functions of quality systems and continuous improvement, strategic and business planning and research.

There are four areas of research undertaken by the Quality & Planning Department. They are analysis of internal and external databases; evaluation of programs and services; market research/investigative activities; and trend monitoring and analysis/environmental scanning. The paper will look at the:

- structure of the institute planning and research processes
- the types of research undertaken
- how the research as practised is used to support decision-making and the strategic goals and outcomes of the institute.