

Baldrige Glossary **HD**: Empowerment

Empowerment

The term “*empowerment*” refers to giving people the authority and responsibility to make decisions and take [actions](#). [Empowerment](#) results in decisions being made closest to the “front line,” where work-related [knowledge](#) and understanding reside.

[Empowerment](#) is aimed at enabling people to satisfy [customers](#) on first contact, to improve [processes](#) and increase [productivity](#), and to improve the organization’s [performance results](#). An [empowered workforce](#) requires information to make appropriate decisions; thus, an organizational requirement is to provide that information in a timely and useful way.

Note: [Blue](#) words above are hyperlinks to other [GLOSSARY HD](#) terms and their definitions.

I am pleased to offer the [GLOSSARY HD](#) as a no charge service to Baldrige Criteria users worldwide - [Paul Steel](#)

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