

Baldrige Glossary **HD**: Innovation

Innovation

The term “*innovation*” refers to making meaningful change to improve products, programs, services, [processes](#), or organizational [effectiveness](#) and to create new value for [stakeholders](#). [Innovation](#) involves the adoption of an idea, [process](#), technology, or product that is either new or new to its proposed application.

Successful organizational [innovation](#) is a multi-step [process](#) that involves development and [knowledge](#) sharing, a decision to implement, implementation, evaluation, and [learning](#). Although [innovation](#) is often associated with technological [innovation](#), it is applicable to all [key](#) organizational [processes](#) that would benefit from change, whether through [breakthrough improvement](#) or change in [approach](#) or outputs. It could include fundamental changes in organizational structure or the business model to more [effectively](#) accomplish the organization’s work.

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

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