

Baldrige Glossary **HD**: [Work Systems](#)

Work Systems

The term “[work systems](#)” refers to how the work of your organization is accomplished. [Work systems](#) involve your [workforce](#), your key suppliers and [partners](#), your contractors, your [collaborators](#), and other components of the supply chain needed to produce and deliver your products, services, and business and support [processes](#). Your [work systems](#) coordinate the internal work [processes](#) and the external resources necessary for you to develop, produce, and deliver your products and services to your [customer](#) and to succeed in your marketplace.

Decisions about [work systems](#) are strategic. These decisions involve protecting and capitalizing on [core competencies](#) and deciding what should be procured or produced outside your organization in order to be efficient and [sustainable](#) in your marketplace.

The term “[work systems](#)” was added to the Baldrige Glossary for 2007. It should not be confused with the previous term “[work systems](#)” which was used through 2006 and only (incorrectly) dealt with [workforce](#) systems.

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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