

STEP 1: STAKEHOLDERS

List the benefits they expect.

STEP 2: STRATEGY

Decide which expected benefits you want to respond to. Then combine your responses by defining your Strategic Goals.

STEP 3: DELIVERY PROCESS

List the most important processes you need to achieve your strategic goals. Also indicate which need improving.













STEP 4: MEASURE (KPI)


Indicate how you will measure the performance of your processes to achieve the strategic goals.













STEP 5: CORRELATE & ADJUST

Check that your process performance (Step 4) meets expected benefit (Step 2). If there's a gap, adjust.













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


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