

The Balanced Scorecard

What is my vision of the future?

- Vision
- Mission
- Values
- Strategy

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If my vision succeeds, how will I differ?

To my shareholders	To my customers	With my internal management processes	With my ability to innovate and grow
Financial perspective	Customer perspective	Internal perspective	Innovation and learning

What are the Critical Success Factors?

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What are the Critical Measurements?

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The Balanced Scorecard

What is our objective?

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If we succeed how will we differ?

What are the Critical Success Factors?

What are the Critical Measurements?

The Balanced Scorecard

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The Balanced Scorecard

What is our vision of the future?

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If we succeed how will we differ?

What are the Critical Success Factors?

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