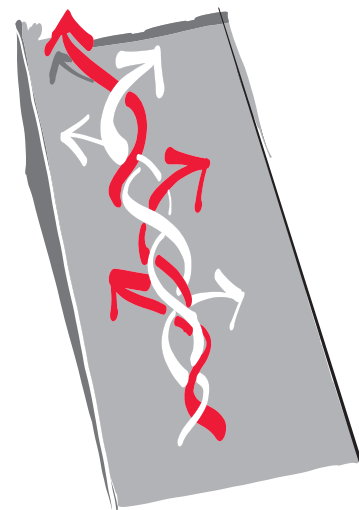


RELEVANT
STAKEHOLDERS



KEY PROCESSES



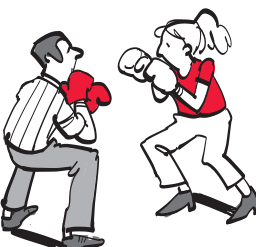
BOTTLENECKS IN
CURRENT PRACTICE



CHARACTERIZATION
OF INTENDED
PRACTICE



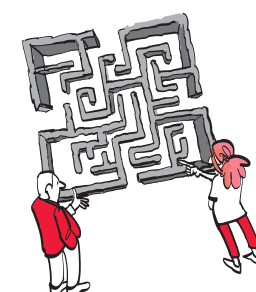
DISRUPTIVE BEHAVIOR



DESIRED BEHAVIOR



STRATEGIC
ORGANIZATIONAL
GOALS



Procescanvas

CUSTOMER REQUIREMENTS
FOR PROCESSES



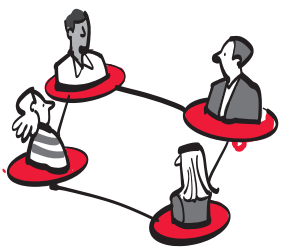
CHANGE ROUTE



CONTROL
& INDICATORS



STRUCTURE



IMPROVEMENT
& INNOVATION

