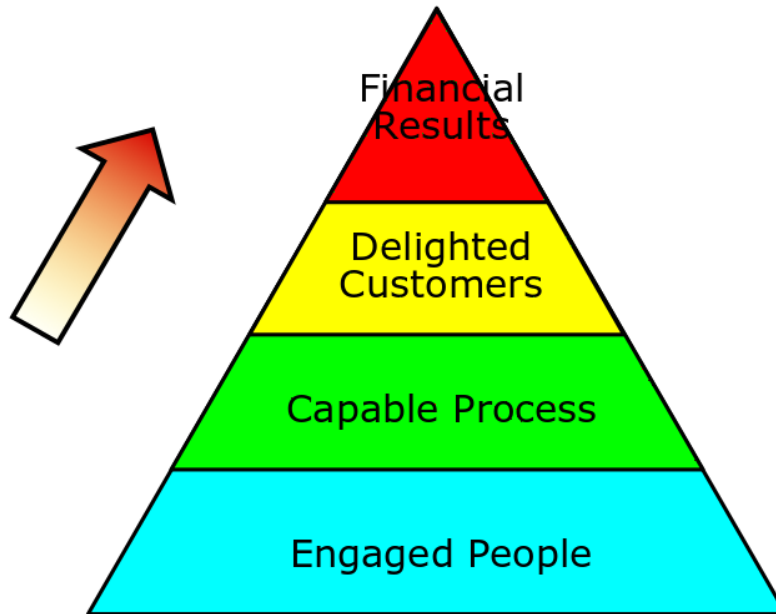


Improving performance

Improving Performance



Balanced Scorecard: Kaplan & Norton

Start by making sure that people are engaged and then that they have capable processes. This will lead to delighted customers and in the end positive financial results.

Revision #3

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