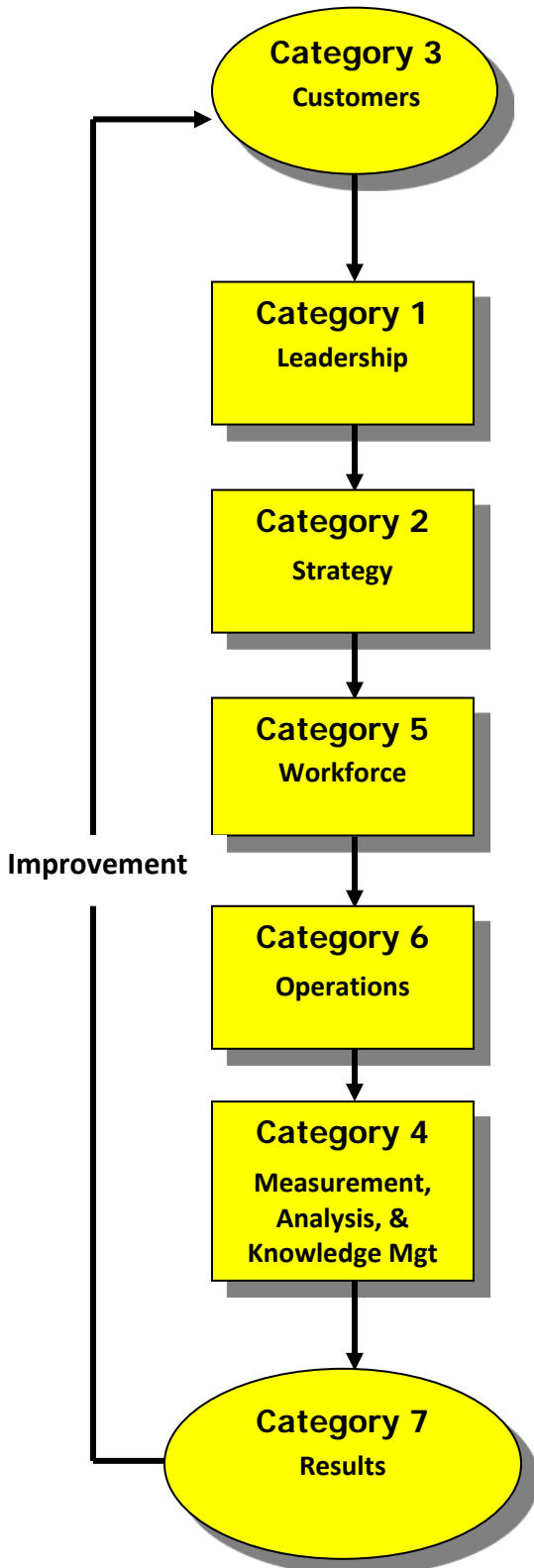


Criteria for Performance Excellence (easy way in)



Customers, Stakeholder, and Market requirements are

As the Leader I will

My plan of action is

The people who will do this are

The processes we will use are

We will measure and understand our performance by

The bottom-line results will be
