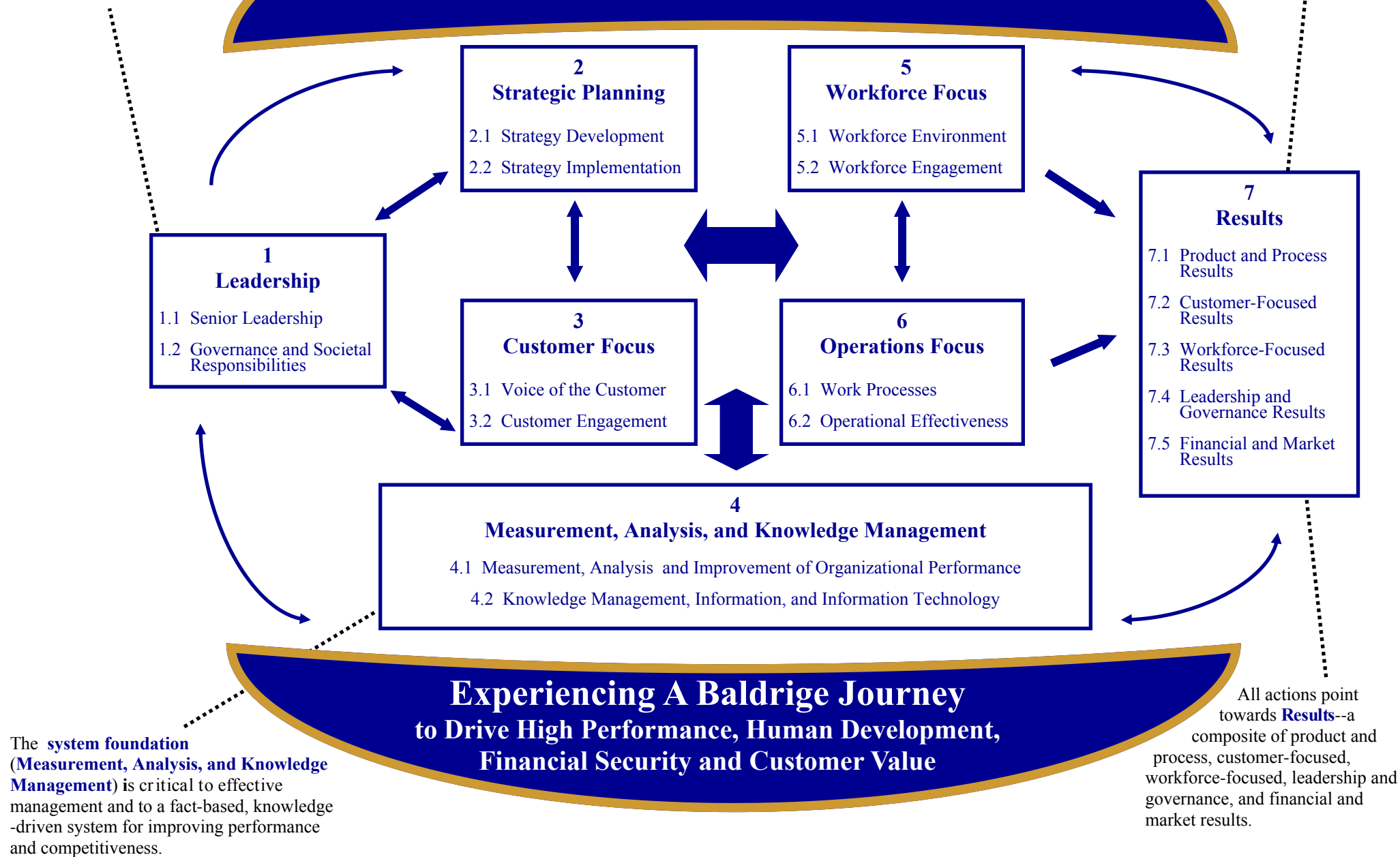


The **leadership triad (Leadership, Strategic Planning, and Customer Focus)** emphasizes the importance of a leadership focus on strategy and customers. Leaders set the direction and seek future opportunities for your organization.

The **Organizational Profile** sets the context for the way your organization operates. It serves as an overarching guide for your performance management system.

The results triad (**Workforce Focus, Operations Focus, and Results**) includes your workforce-focused processes, and the performance results they yield.



The **system foundation (Measurement, Analysis, and Knowledge Management)** is critical to effective management and to a fact-based, knowledge-driven system for improving performance and competitiveness.

All actions point towards **Results**--a composite of product and process, customer-focused, workforce-focused, leadership and governance, and financial and market results.