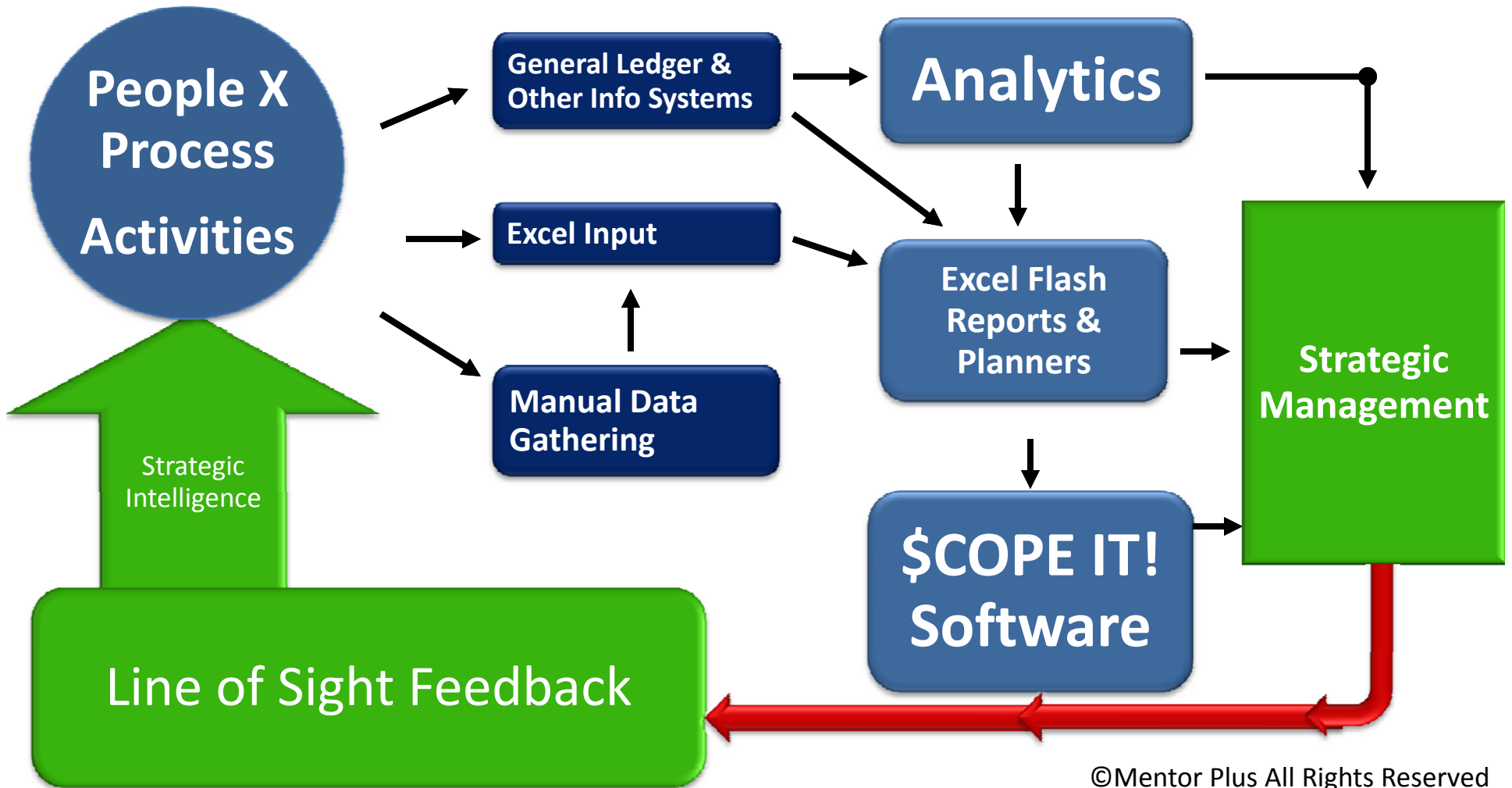


\$COPE Analysis Worksheet

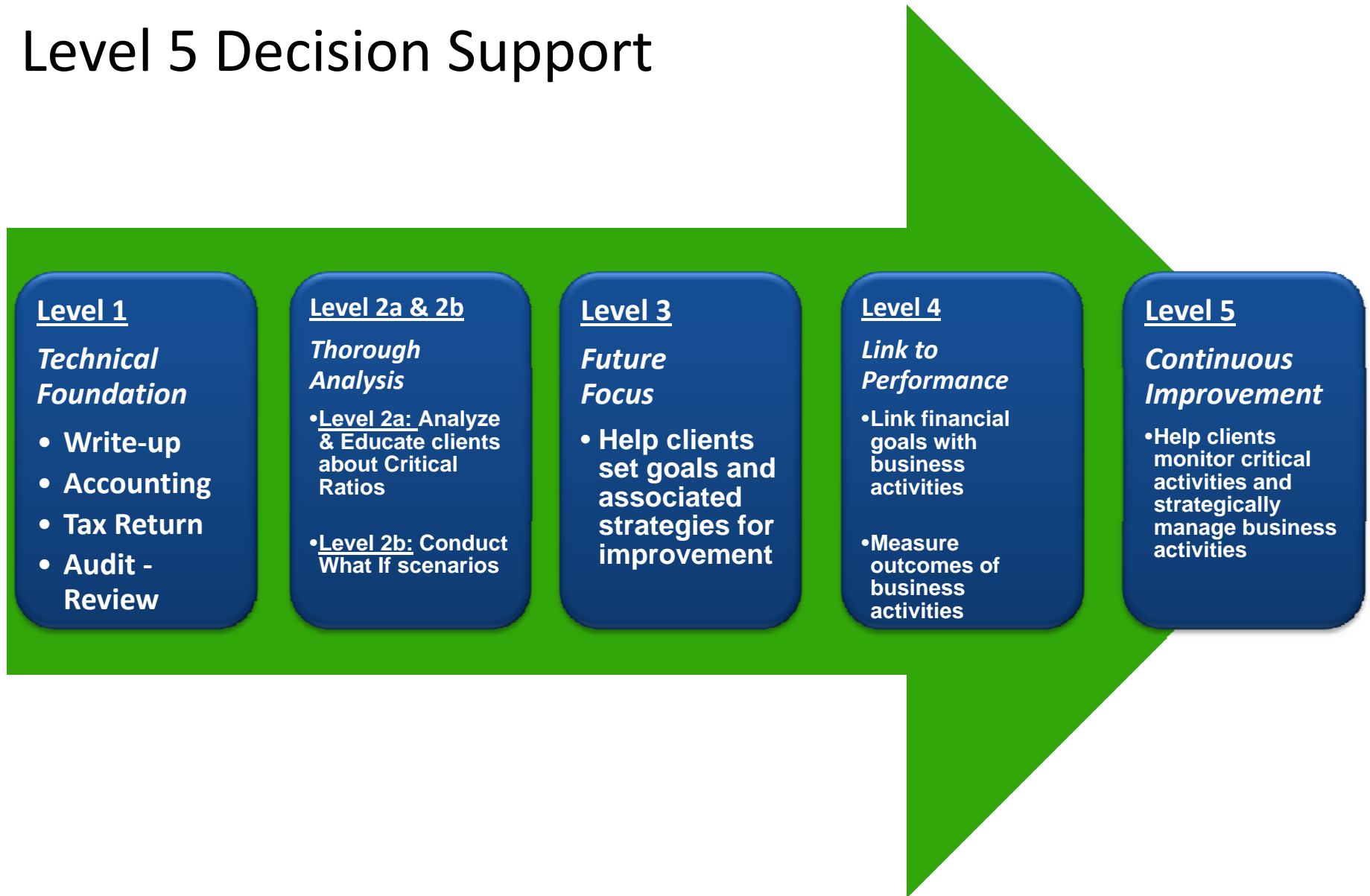
	\$ Finance	C ustomers	O perations	P eople	E nd In Mind
Strengths Opportunities					
Challenges Threats					
Ideal Outcomes					

Continuous Improvement Cycle

<i>Collect</i>	<i>Organize</i>	<i>Analysis</i>	<i>Apply</i>
<i>Data</i>	<i>Information</i>	<i>Knowledge</i>	<i>Wisdom</i>



Level 5 Decision Support



Hierarchy Perspectives

Company Goals

- 50,000 ft.
- Executive Leadership

Performance Area

- 35,000 ft.
- Vice Presidents

CSF = Critical Strategic
Focus

- 25,000 ft.
- Department Managers

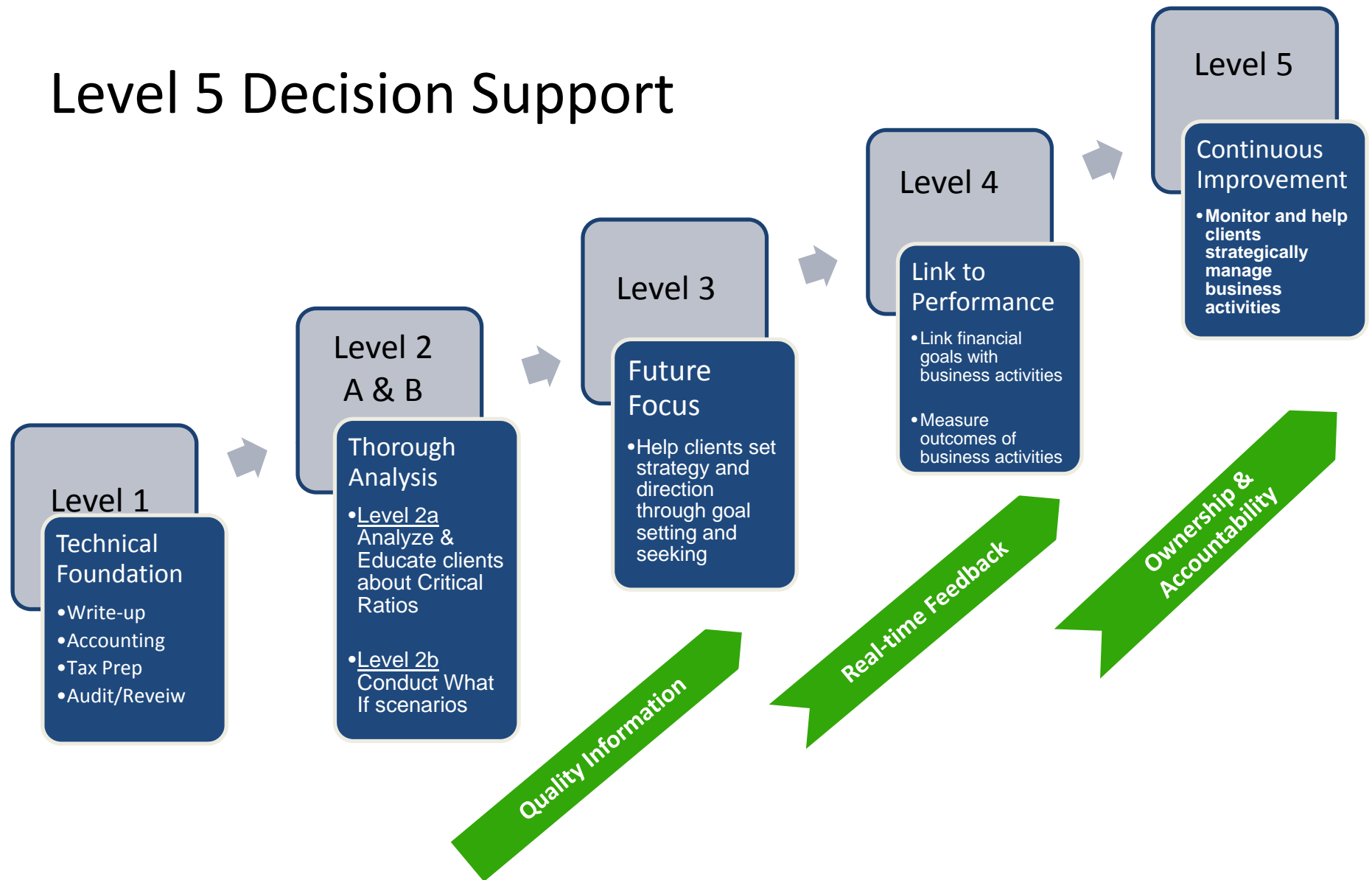
KPI = Key
Performance Indicator

- 5,000 ft.
- Team Leaders and Supervisors

AIM = Activity Input
Measure

- Line of Sight
- Individuals and Teams

Level 5 Decision Support



Level 5 Client Decision Support

