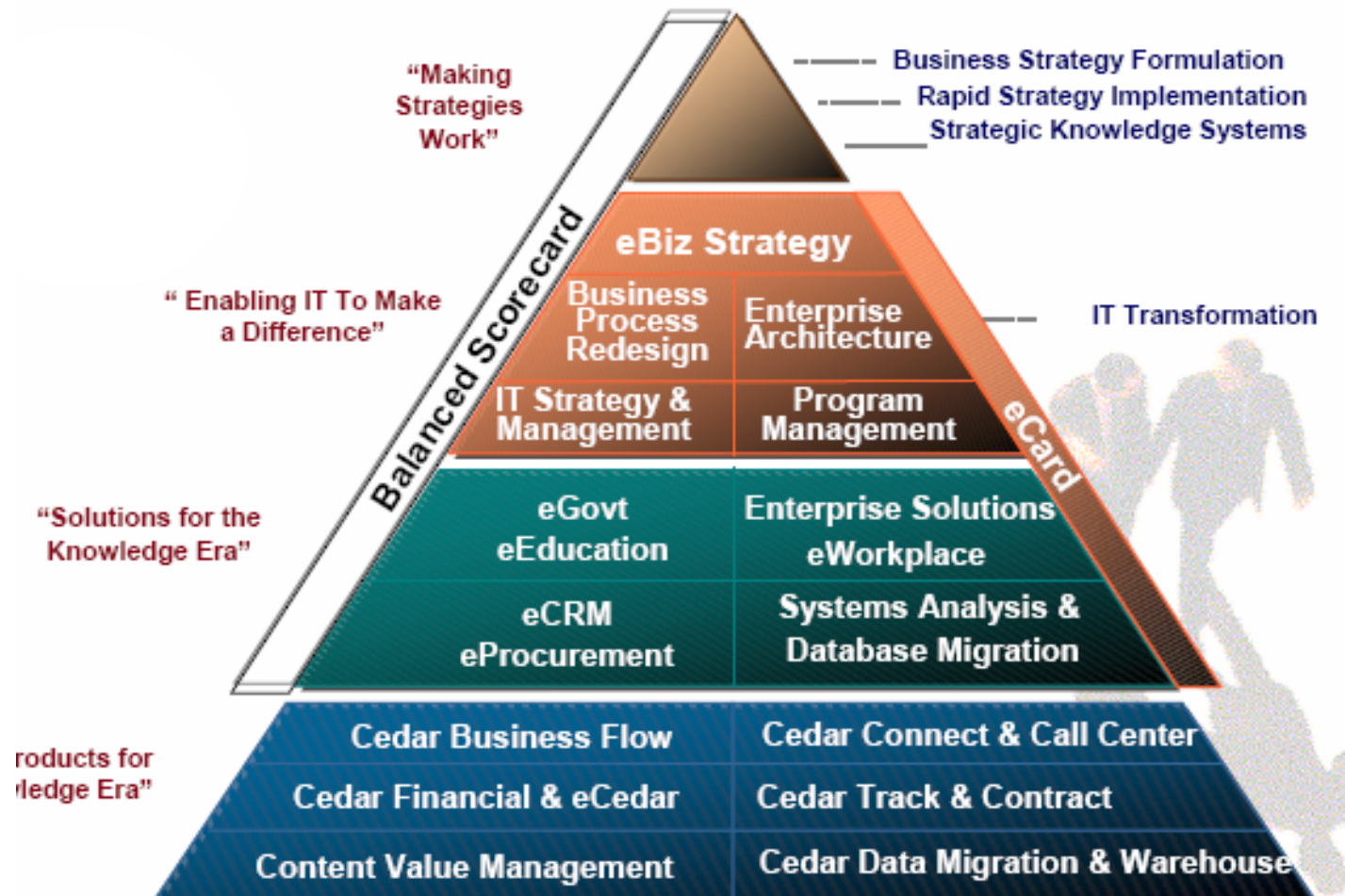


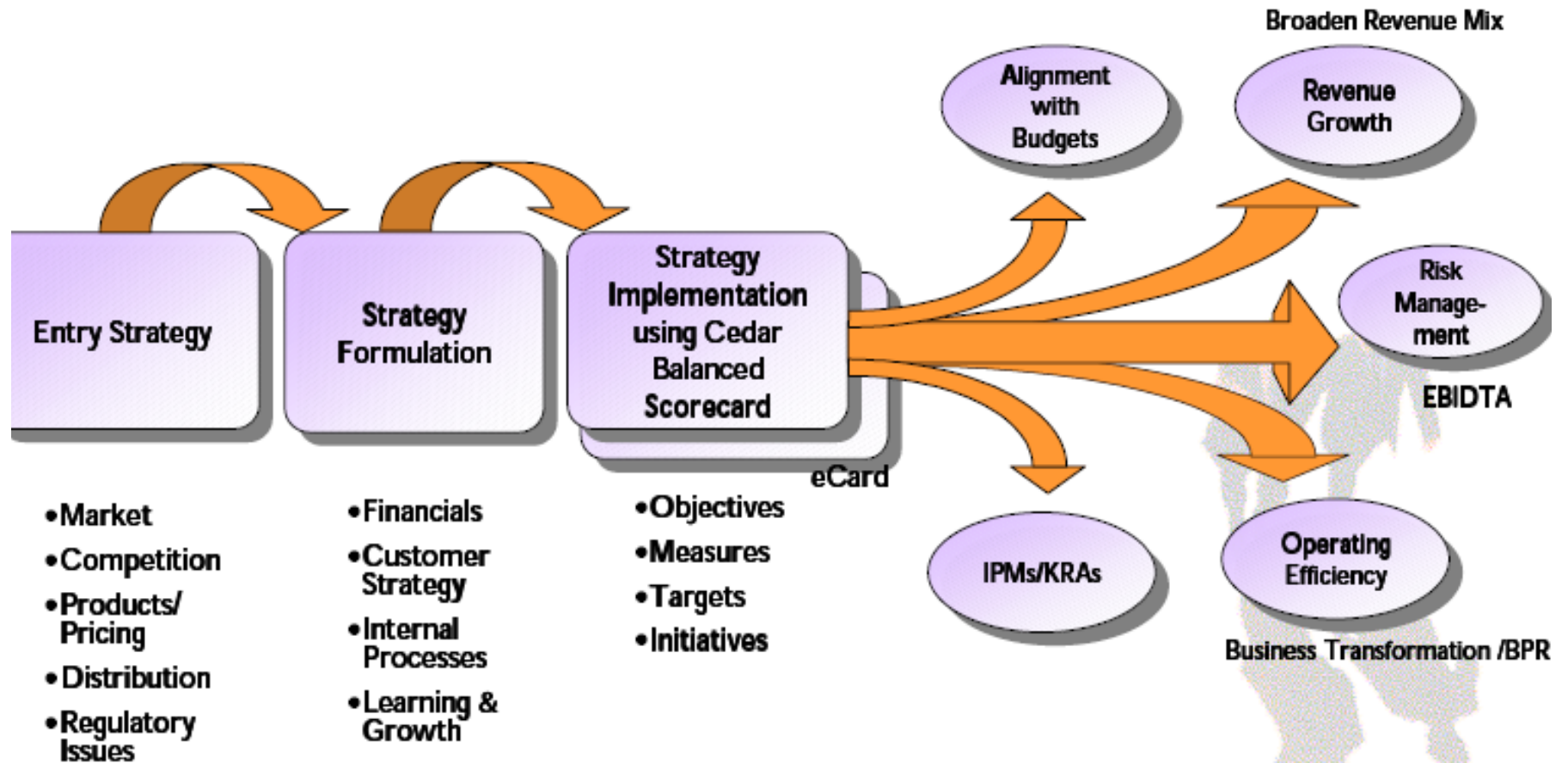


**Achieving Breakthrough Performance  
using the  
Balanced Scorecard**

# Strategic Service

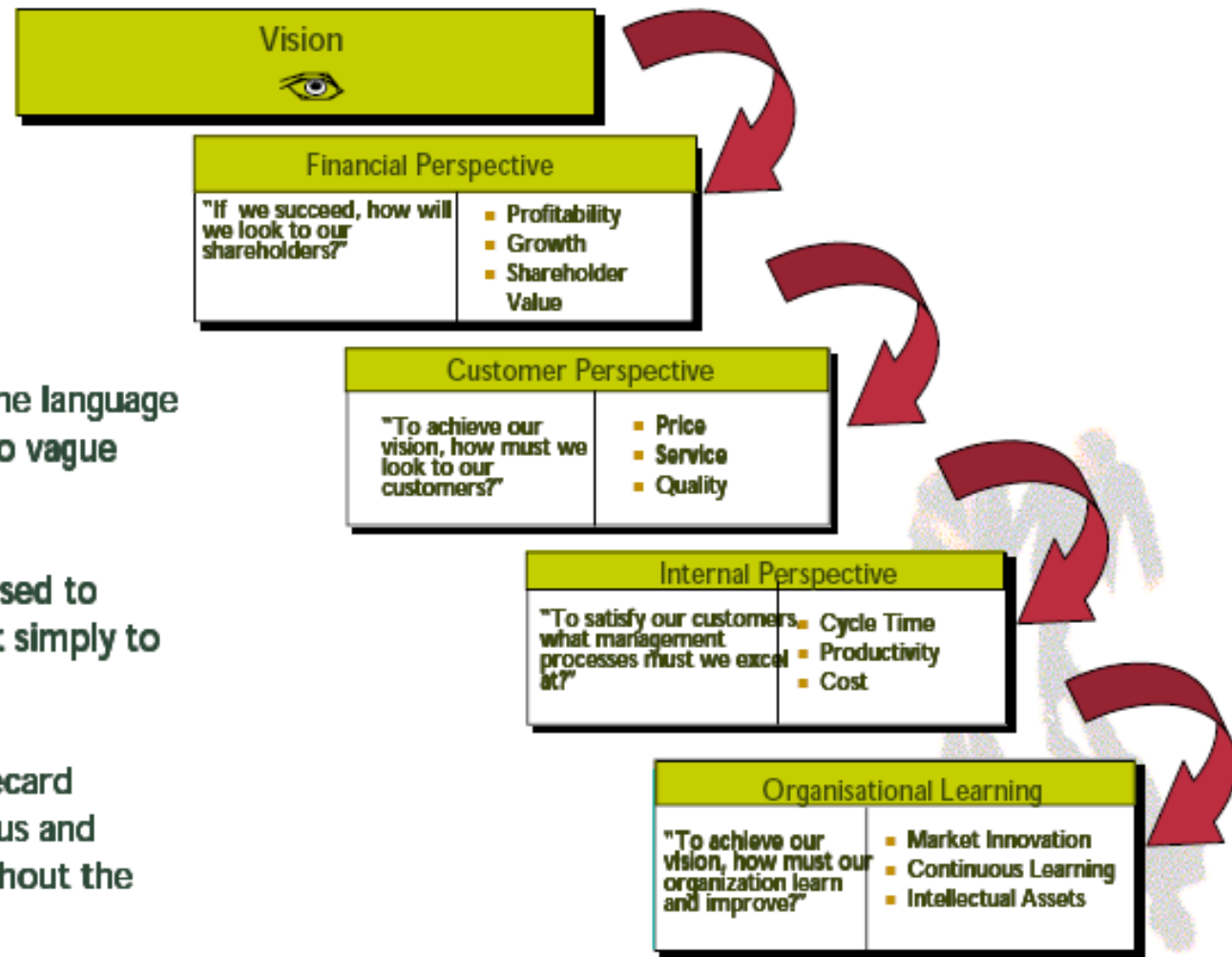


# Business Planning Cycle



# The Balanced Score Card provides a Four Perspective Framework to Formulate Strategy and Translate it into Operational Terms

- Measurement is the language that gives clarity to vague concepts
- Measurement is used to communicate, not simply to control
- Building the Scorecard develops consensus and teamwork throughout the organization



# Balanced Score Card makes the Strategy Operational

