|  |  |
| --- | --- |
| **Customer Perspective**  *To achieve our vision how should we appear to our customers?* | |
| **STRATEGIC GOALS** | |
|  | |
| **Actions** | **Measures** |
|  |  |
|  |  |
|  |  |
|  |  |

|  |  |
| --- | --- |
| **Internal Perspective**  *What processes must we excel at and change to satisfy our customers?* | |
| **STRATEGIC GOALS** | |
|  | |
| **Actions** | **Measures** |
|  |  |
|  |  |
|  |  |
|  |  |

|  |  |
| --- | --- |
| **Financial Perspective**  *To achieve our goals how should we appear to our stakeholders?* | |
| **STRATEGIC GOALS** | |
|  | |
| **Actions** | **Measures** |
|  |  |
|  |  |
|  |  |
|  |  |

|  |
| --- |
| **VISION** |
|  |

|  |  |
| --- | --- |
| **Learning & Growth Perspective**  *To achieve our goals how should we appear to our stakeholders?* | |
| **STRATEGIC GOALS** | |
|  | |
| **Actions** | **Measures** |
|  |  |
|  |  |
|  |  |
|  |  |