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| **Customer Perspective***To achieve our vision how should we appear to our customers?* |
| **STRATEGIC GOALS** |
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| **Actions** | **Measures** |
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| **Internal Perspective***What processes must we excel at and change to satisfy our customers?* |
| **STRATEGIC GOALS** |
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| **Actions** | **Measures** |
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| **Financial Perspective***To achieve our goals how should we appear to our stakeholders?* |
| **STRATEGIC GOALS** |
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| **Actions** | **Measures** |
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| **VISION** |
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| **Learning & Growth Perspective***To achieve our goals how should we appear to our stakeholders?* |
| **STRATEGIC GOALS** |
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| **Actions** | **Measures** |
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