

The following table indicates what areas could be looked at to measure progress/improvement	
Customer value	Internal business processes
Delivery performance to customer Quality performance for customer Customer satisfaction rate Customer percentage of market Customer retention rate	Number of activities per function Duplicate activities across functions Process alignment (is the right process in the right dept?) Process bottlenecks Process automation
Learning & growth	Finance
Is there the correct level of expertise for the job? Employee turnover Job satisfaction Training/learning opportunities	Return on investment Cash flow Return on capital employed Financial results (Quarterly/Yearly)