ENABLERS RESULTS

LEADERSHIP

How Leaders develop and facilitate the achievement of the vision and mission, develop values required for long term success and implement these via appropriate actions and behaviours, and are personally involved in ensuring that the organisation's management systems are developed

PEOPLE

How the organisation manages, develops and releases the knowledge and full potential of its people

POLICY & STRATEGY

How the organisation implements its mission and vision via a stakeholder focused strategy, supported by policies, plans and processes

PARTNERSHIPS & RESOURCES

How the organisation plans and manages its external partnerships and internal resources

PROCESSES

How the organisation designs, manages and improves its processes in order to support its policy & strategy and fully satisfy, and generate increasing value for, its customers and other

stakeholders

PEOPLE RESULTS

What the organisation is achieving in relation to its people

CUSTOMER RESULTS

What the organisation is achieving in relation to its external customers

SOCIETY RESULTS

What the organisation is achieving in relation to local, national and international society as appropriate

KEY PERFORMANCE RESULTS

What the organisation is achieving in relation to its planned performance

INNOVATION AND LEARNING