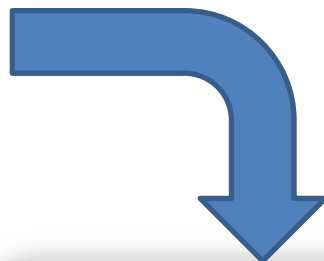




## Improvement Strategy

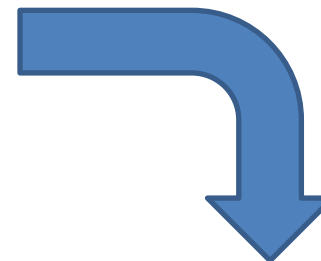
Customer Satisfaction  
Market and Revenue Growth  
Profitability  
Balance Sheet and Cash Flow  
Economic Value Added (EVA)  
Human Capital Improvement



## *Balanced Scorecard Approach*

## Deployment Planning

Planned Improvement Activities  
Current Improvement Activities  
Completed Improvement Activities  
Cumulative Improvement  
Rate of Improvement  
Depth and Breadth of Improvement  
Talent Bench Inventory  
Talent Bench Plan



## Execution

Sense-Interpret-Decide-Act-Monitor  
Daily Executive Leader Reviews  
Interactive/Interference Mentoring  
Real Time Dialogue/Feedback  
GREEN-YELLOW-RED Management  
Weekly Deployment Review  
Weekly CEO & Staff Review  
Individual Project Success  
Financial Validation  
Structured Closure

## *Aligned and Linked Metrics*

# Critical Lean Six Sigma Metrics Strategy, Deployment, and Execution Processes