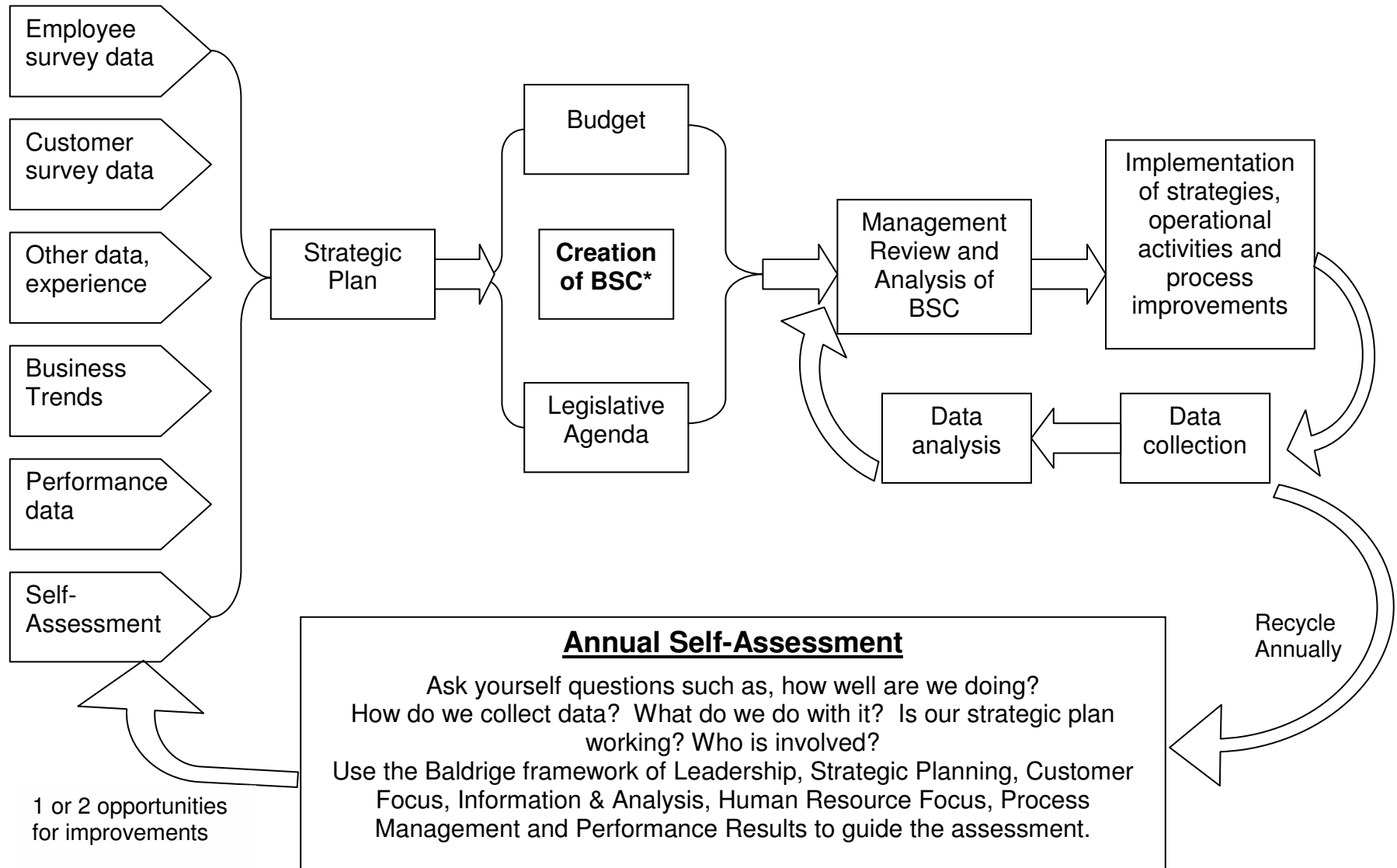


MANAGEMENT PROCESS USING A SCORECARD AND SELF ASSESSMENT



*BSC = Balanced Scorecard or other performance measurement tool