

Keys to Building a  
Balanced  
Aligned  
One Year Action Plan

**Financial**  
“To succeed financially, how should we appear to our shareholders?”

**Customer**  
“How will we provide value and satisfaction to our customers.”

Vision  
Mission  
Core Values  
Desired Outcomes  
Projects

**Internal Business Process**  
“To satisfy our shareholders and customers, what business processes must we excel at?”

**Learning and Growth**  
“To achieve our vision, how will we sustain our ability to change and improve?”

Changing Lanes LLC

