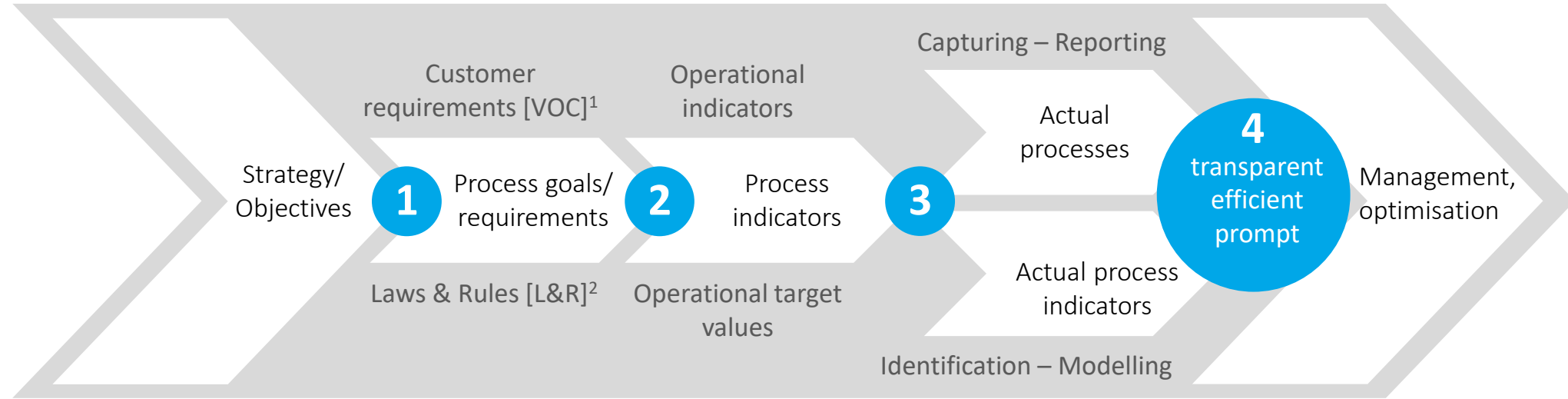


# Areas of activity in process performance management



1 Corporate goals ⇔ Process goals

2 VOCs ⇔ Key figures

3 Key figures ⇔ Processes

4 Transfer Measurement System

<sup>1</sup>VOC: Voice of Customer (internal and external)

<sup>2</sup>L&R: Laws & Rules, including Corporate Governance