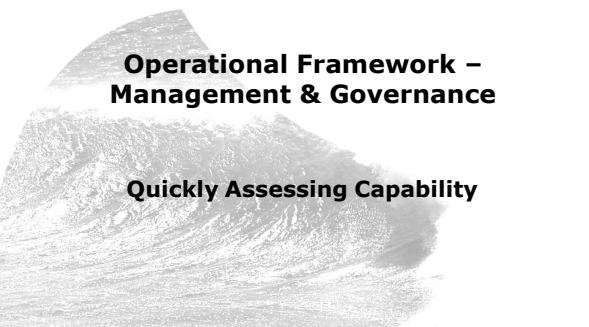


**Operational Framework –
Management & Governance**

Quickly Assessing Capability



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Snap Shot of Delivery Capability

- Exceptions reporting to Board & Executive
- Board / Executive engaged with organisation
- Issues tracking & resolution
- Direction, priorities & values
- Customer satisfaction
- Financial management
- Customer satisfaction
- Time management
- Strategy & Planning




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Questions



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