



## **Business Excellence Summary**

### **Business Landscape**

- **System Thinking**
- **Focus on Internal Control**
- **Strategic Orientation & Strategy Deployment**
- **Process Management (X4 Business Drivers)**
- **Financial Trends ("SWOT" Analysis)**
  - **Critical Success Factors**
  - **Regulation**
  - **Market Conditions & Trends**
  - **Competitors**

### **Strategic Focus**

- **Strategy Map (X4 Business Drivers)**
- **Balanced Scorecard (X4 Business Drivers)**
- **Process Management (Systems Approach)**
- **Outcomes Excellence (Planned Results)**

### **System Framework**

- **Identify Processes - Sequence / Interaction / Linkages**
- **Control of Documents**
- **Control of Records**
- **Conduct & Control of Internal Audits**
- **Control of Non-conforming Products / Services**
- **Perform Corrective Actions (IAW Root Cause Analysis)**
- **Perform Preventive Actions (IAW Root Cause Analysis)**