Strengths	Weaknesses		
Opportunities	Threats		



Clients	Objective:	Measure: Measure:	Who:	Milestones:
Services	Objective:	Measure: Measure:	Who:	Milestones:
Processes	Objective:	Measure: Measure:	Who:	Milestones:
People	Objective:	Measure: Measure:	Who:	Milestones:
Financial	Objective:	Measure: Measure:	Who:	Milestones:



TREND	RESPONSE	
NEW MARKET?	NEXT STEP?	



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