

KSM CONTINUOUS IMPROVEMENT MATRIX (Backwards Thinking)

KSM Overall Coordinator is: Bob Brown, MIS Manager Name/Title

KSM Areas (Headers) with Specific Factors for Each	Baseline Target	Intermediate Targets			Target	Ultimate Target	Specific KSM Coordinator	KSM Achievement Accountability
	2008	2009	2010	2011	2012			
1. Employee Satisfaction								
2. Customer Satisfaction								
3. Financial Viability								
4. Community/Society								
5. Key Operational Indicators								

PREVENTING FAILURE: THE QUADRUPLE BOTTOM LINE™

The Systems Thinking Approach® to Corporate Goal Setting

Note: The popular "Balanced Scorecard" concept is not a systems approach to Strategic Planning, but it covers most of the same measurement areas that we do below, especially 1, 2, and 3.

Holistic View – Key Success Measures/Goals

