LEADERSHIP
How Leaders develop and facilitate the achievement of the vision and mission, develop values required for long term success and implement these via appropriate actions and behaviours, and are personally involved in ensuring that the organisation’s management systems are developed.

POLICY & STRATEGY
How the organisation implements its mission and vision via a stakeholder focused strategy, supported by policies, plans and processes.

PROCESSES
How the organisation designs, manages and improves its processes in order to support its policy & strategy and fully satisfy, and generate increasing value for, its customers and other stakeholders.

PEOPLE
How the organisation manages, develops and releases the knowledge and full potential of its people.

PARTNERSHIPS & RESOURCES
How the organisation plans and manages its external partnerships and internal resources.

PEOPLE RESULTS
What the organisation is achieving in relation to its people.

CUSTOMER RESULTS
What the organisation is achieving in relation to its external customers.

SOCIETY RESULTS
What the organisation is achieving in relation to local, national and international society as appropriate.

KEY PERFORMANCE RESULTS
What the organisation is achieving in relation to its planned performance.

INNOVATION AND LEARNING