Fig. 7 Strategic map of Analysis Laboratory

**COMMUNITY PERSPECTIVE**

**USER**
- Satisfy the healthcare needs of the reference population
- Increase user trust

**OWNER**
- Ensure an equal, appropriate and sustainable service in collaboration with the region

**PUBLIC ENTITY**
- Safeguard the working environment ensuring the best hygiene and organisational standards

**INTERNAL PROCEDURE PERSPECTIVE**

**USER**
- Improve the capacity of response of the OU
- Improve user knowledge of services and products provided

**OWNER**
- Improve inter-personal aspects of rapport with user
- Improve appropriateness of performance

**PUBLIC ENTITY**
- Risk Management
- Accreditation

**FINANCIAL RESOURCE PERSPECTIVE**

- Ensure financial sustainability
- Financial efficiency
- Business synergy
- Revenue from solvents

**GROWTH AND LEARNING PERSPECTIVE**

**HUMAN ASSETS**
- Continual updating
- Improve inter-relational skills

**INFORMATION ASSETS**
- Improve Computerisation

**ORGANISATIONAL ASSETS**
- Initiation and evaluation of organisational standards
- Improve inter- and intra-departmental