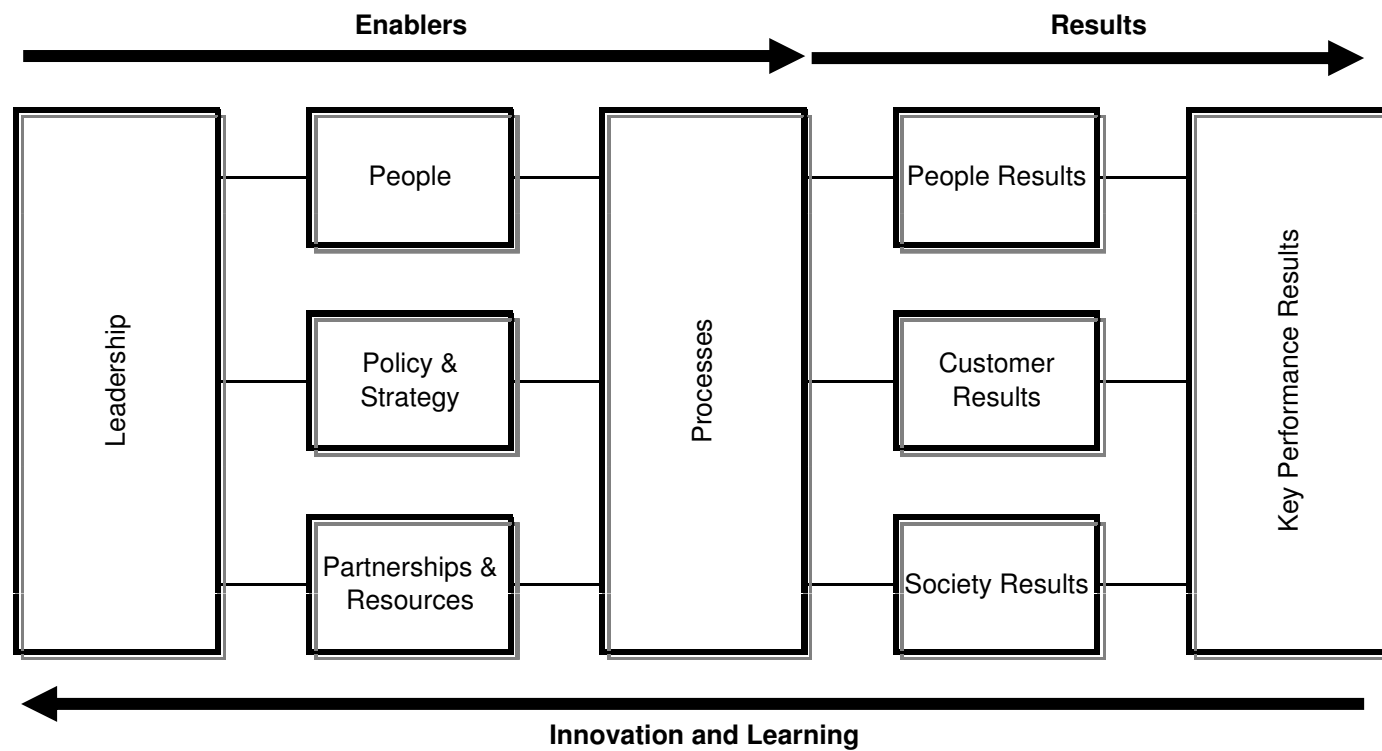


EFQM Model



Definitions

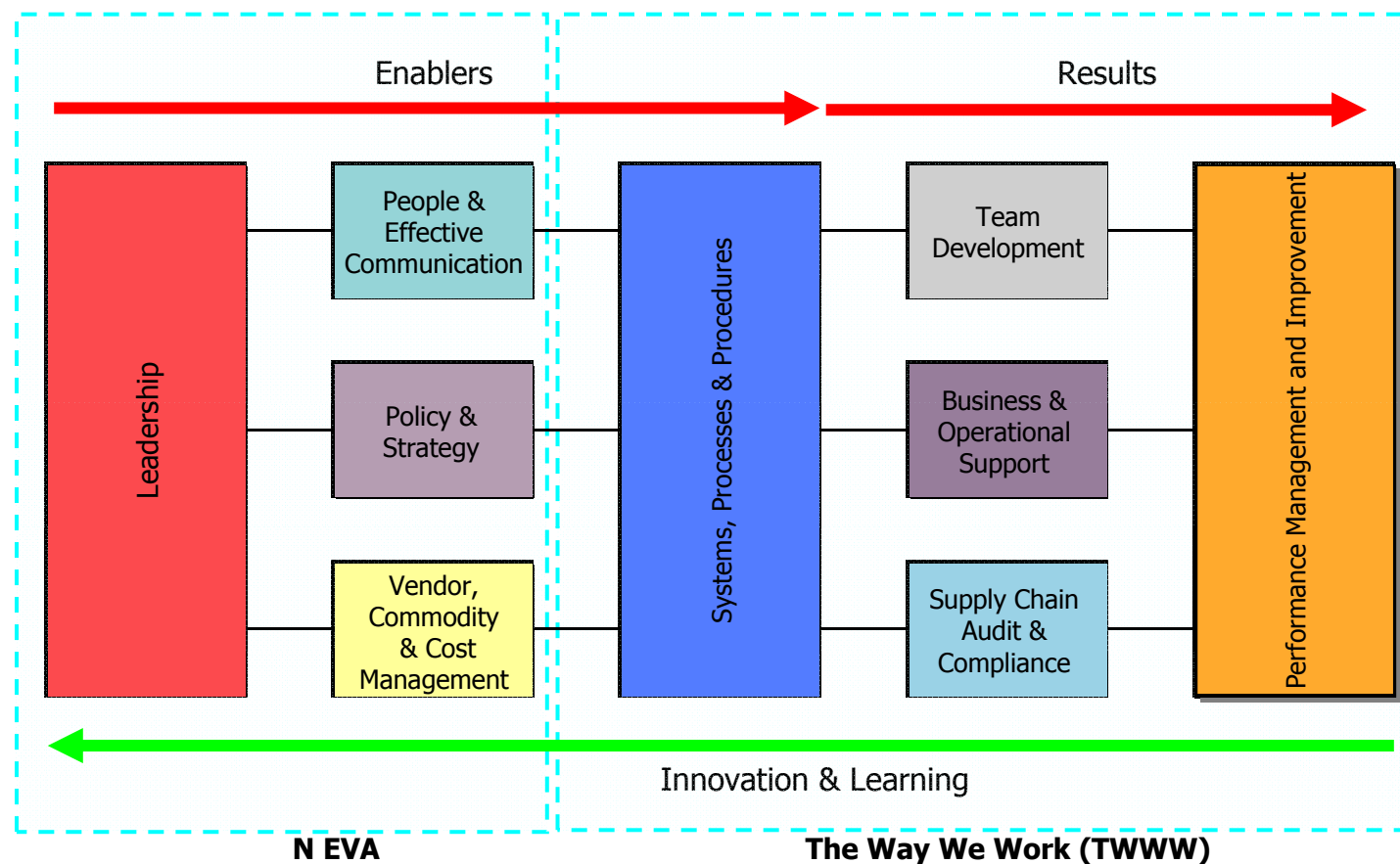
Critical Success Factor (CSF) is a term for an element which is necessary for an organisation or project to achieve its aims. They are the critical factors or activities required for ensuring the success of your business.

Key Performance Indicators (KPI) are financial and non-financial measures used to help an organisation define and evaluate how successful it is, typically in terms of making progress towards its long-term organisational goals and achieving Critical success factors.

The act of monitoring KPIs in real-time is known as business activity monitoring (BAM) or key performance management (KPM).

Business Activity Monitoring (BAM) refers to the aggregation, analysis, and presentation of real time information about activities inside our business and involving customers and Supply Chain.

Supply Chain Workstreams Model



Work streams



Supply Chain

The 9 work streams necessary to complete the puzzle.



	Document Ref:	DocT 09(30.080)	Date:	25th July 2009	
	Document Owner:	Group Supply Chain	Author:	K R Aldrich	
			Page:	Page 1 of 1	