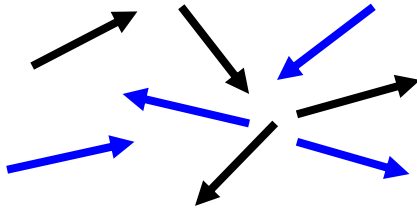


Aligning Sub-Systems In A Continuous Improvement Environment:

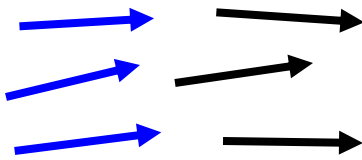
Steps toward Mature Process

STAGE 1: Reacting to Problems



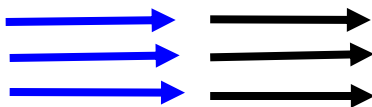
Work is characterized by activities rather than by processes, and they are largely responsive to immediate needs or problems. Goals are poorly defined.

STAGE 2: Early Systematic Approaches



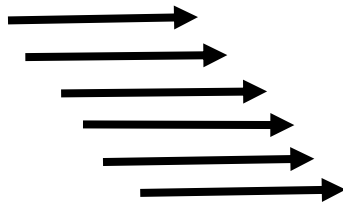
The organization is beginning to carry out repeatable processes, evaluation, and improvement, and there is some early coordination among organizational units. Strategy and quantitative goals are being defined.

STAGE 3: Aligned Approaches



Processes are characterized by repeatable steps that are regularly evaluated for improvement. Learnings are shared, and there is coordination among organizational units. Processes address key strategies and goals.

STAGE 4: Integrated Approaches



Processes are characterized by repeatable steps that are regularly evaluated for change and improvement in collaboration with other affected units. The organization seeks and achieves efficiencies across units through analysis, innovation, and the sharing of information and knowledge. Processes and measures track progress on key strategic and sustainable goals.