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| <p>ORGANIZATION 1</p> <ul style="list-style-type: none"> • What is our mandate? What are our tasks? • What does our organizational structure look like? • What is our vision and strategy? • What kind of culture do we have? • Which are our common values?  | <p>EMPLOYEES 3</p> <ul style="list-style-type: none"> • How many employees do we have in our organization? • What are the roles and responsibilities of our employees? • What capabilities and skills do our employees have? • How do we make sure we have the capabilities we need? • How do we develop and train our employees?  | <p>SYSTEMS 5</p> <ul style="list-style-type: none"> • Which systems and tools do we use? • Which are our key systems and tools? • Which problems occur when using them? • When have they last been reviewed and updated? • Do we have a toolbox with general templates?  | <p>DELIVERABLES 7</p> <ul style="list-style-type: none"> • What are the products and results we create? • Which value-add services do we offer on top? • How good is the quality of our products and services? • How often do we review and adapt them? • How do we make sure they meet the requirements?  |
| <p>MANAGEMENT 2</p> <ul style="list-style-type: none"> • What is our leadership style? • How does our talent management look like? • How does our performance management look like? • How does our compensation look like? • What kind of incentives do we offer?  | <p>PROCESSES 4</p> <ul style="list-style-type: none"> • Which processes do we have in our organization? • Which are our key processes? • What are important pain points when following them? • When have they last been reviewed and optimized? • How do we document our processes?  | <p>INTERFACES 6</p> <ul style="list-style-type: none"> • Which interfaces to other departments do we have? • How do our alignment and approval processes look like? • How do we collect input and who is involved? • How do we cooperate with our internal clients? • How do we make sure we address their needs?  | <p>COMMUNICATION 8</p> <ul style="list-style-type: none"> • Which channels do we use to communicate our results? • Which tools do we use to communicate? • Who are the recipients of our various communications? • What does our communications style look like? • Do we have an established <function> brand?  |

Framework conditions

Service performance

Results & Impact