



Strategy/ Strategy Implementation

HOW WE WILL APPROACH THE FUTURE

(HOLISTIC/SYSTEM-WIDE)

Customers-(how they see the system)

- ▶ Service Level
- ▶ Service Excellence
- ▶ Reliability
- ▶ Affordability
- ▶ Environment/Safety

Financial (How stakeholders see the system}

System Long term Financial Health (Revenue/Expense)

Operating Efficiency(Optimal operating infrastructure and systems, rigorous business practices)

Prioritized investments

Business Processes

- ▶ Clear Decision Processes/Clear Technical Authority
- ▶ Strong Capital Asset Planning
- ▶ Strong Maintenance Planning
- ▶ Safety/Compliance Assurance

Learning/Growth- High Performance Organization

- ▶ Skills/Talent Management
- ▶ Transaction Information
- ▶ Organization culture (operational excellence, efficient, innovative, leverage technology, risk-based decision processes, delegated authority)
- ▶ Improve every day