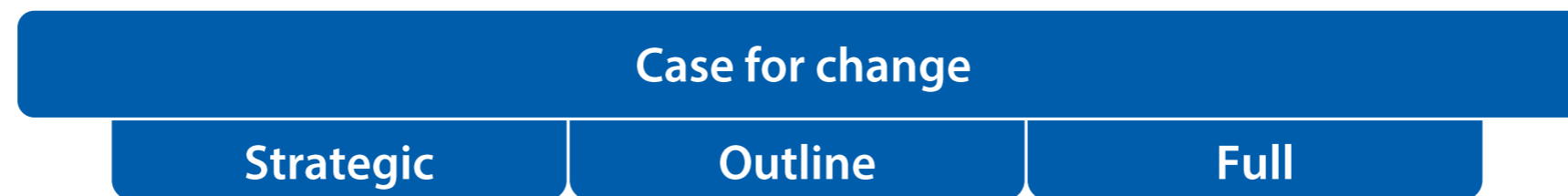


Improvement Programme

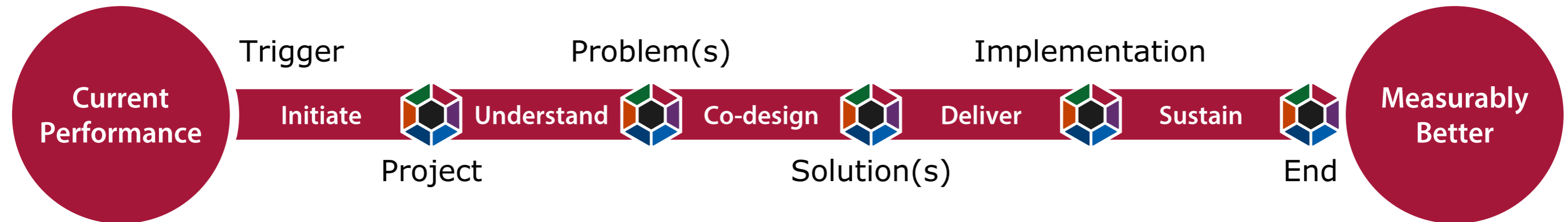


What is the case for change?

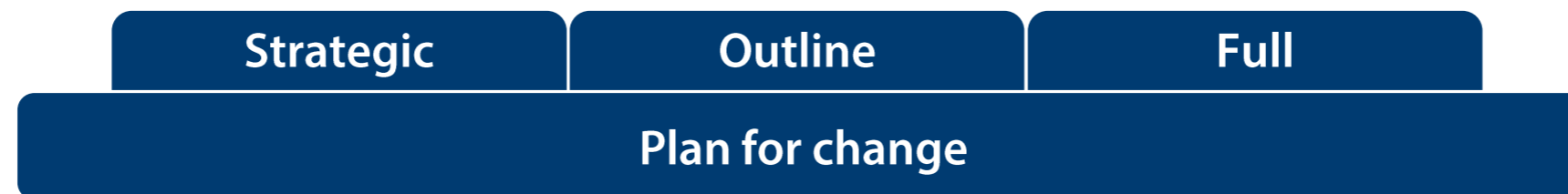


What do we do now?

How could we improve?



How do we perform now?



What should we measure?

What do we need to do next?