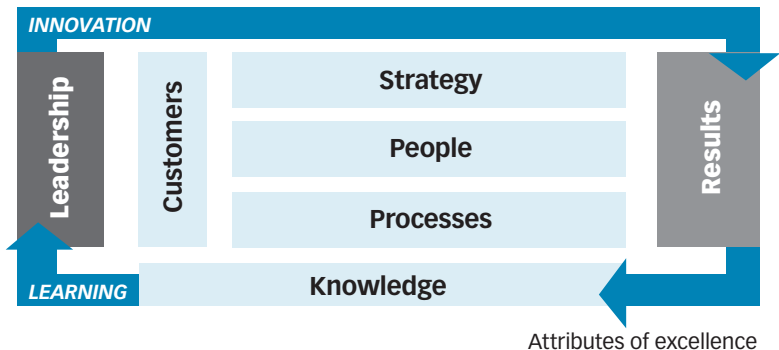


Key changes to the enhanced BE framework

Organisational profile



Key elements include:

- Placing customers at the core of the business strategy
- Emphasising the need for sound people practices
- Emphasising future orientation
- Strategy has replaced Planning and is now one of the seven pillars of excellence
- Knowledge has also replaced Information as one of the seven pillars of excellence
- Broadening the concept on benchmarking past performance to the use of competitive and comparative market analysis to measure current performance and project future trends