



LEGEND:

SBO: Strategic Business Objective
 CSF: Critical Success Factor
 KPI: Key Performance Indicator
 PPI: Process Performance Indicator
 SPI: Service Performance Indicator
 RTM: Real-Time Measurement

QI = Quality Indicator
 TI = Time Indicator
 CI = Cost Indicator
 VI = Volume Indicator
 EI = Efficiency Indicator

● = Artifact/Template
 ① = Strategy Map
 ● = Meta Object

② = Balanced Scorecard
 ③ = Performance Map

④ = Measurement Matrix
 ⑤ = Business Model

⑥ = Process Model
 ⑦ = Service Model

⑧ = Operating Model