Road Map

Stage One: Organizational Stability
   Step 1: Articulate the Leadership Vision
   Step 2: Concentrate on Priorities
   Step 3: Establish Goals
   Step 4: Set Specific Objectives, Measures and Targets

Stage Two: Organizational Effectiveness and Economy
   Step 5: Align with Strategic Direction
   Step 6: Clarify Accountability
   Step 7: Enhance Organizational Development
   Step 8: Enable Service Integration
   Step 9: Build Organizational Flexibility
   Step 10: Focus on Customer Needs and Citizen Engagement
   Step 11: Balance Scope and Scale of Departments

Stage 3: Organizational Efficiency
   Step 12: Address Structural Efficiency
   Step 13: Strive for Cost Efficiency