Strategic Foundations Session
June 7-8, 2016
PERSPECTIVES
**EXPLANATION:** Perspectives identified via small and large group exercises.

**DEFINITIONS PER BSI:**

**Perspectives:** Different views of organizational performance; performance dimensions.
- The names of the perspectives will change from organization to organization, but the *concepts* remain constant.

**BSI perspectives:**
- *Organizational Capacity or Learning and Growth*: How we support internal processes through improved tools, technology; knowledge, skills and abilities; Infrastructure; Work culture, innovation, and leadership; Governance
- *Internal Process*: Focuses on processes that create value for customers; Not human resources or other capacity building processes (Process Efficiency)
- *Financial Stewardship*: How do we maximize value and effectiveness of our mission? (Example: Financial Performance)
- *Customer and Stakeholder*: Through the eyes of the customers and stakeholders, how will do our products and services meet their needs? (Example: Satisfaction)
BSI – Perspectives for Upstate Medical University

Learners, Patients, Community, & Other Stakeholders

Financial Stewardship

Internal Processes

Organizational Capabilities
(People, Facilities, Technology)