



# Business Change Support Inc.

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adding value through aligning strategy, policy, process, systems and data

## Process metrics

### Effectiveness (Does it work?)

- Accuracy
- Quality
- Timeliness against SLA

### Efficiency (Does it use minimum resources?)

- Cost of delivering the SLA

### Adaptability (Are there options and is it scalable?)

- How process accommodates global standard with regional differences
- Flexibility to accommodate changes in governance, compliance without disrupting effectiveness and efficiency