Business issues	Potential framework
Profitability	Profitability Cost Fixed Variable

Business issues	Potential framework			
Market expansion				
	Market			
	New	Market Development	Diversification	
	Exisitng	Market Penetration	Product Development	
		Existing	New	Product

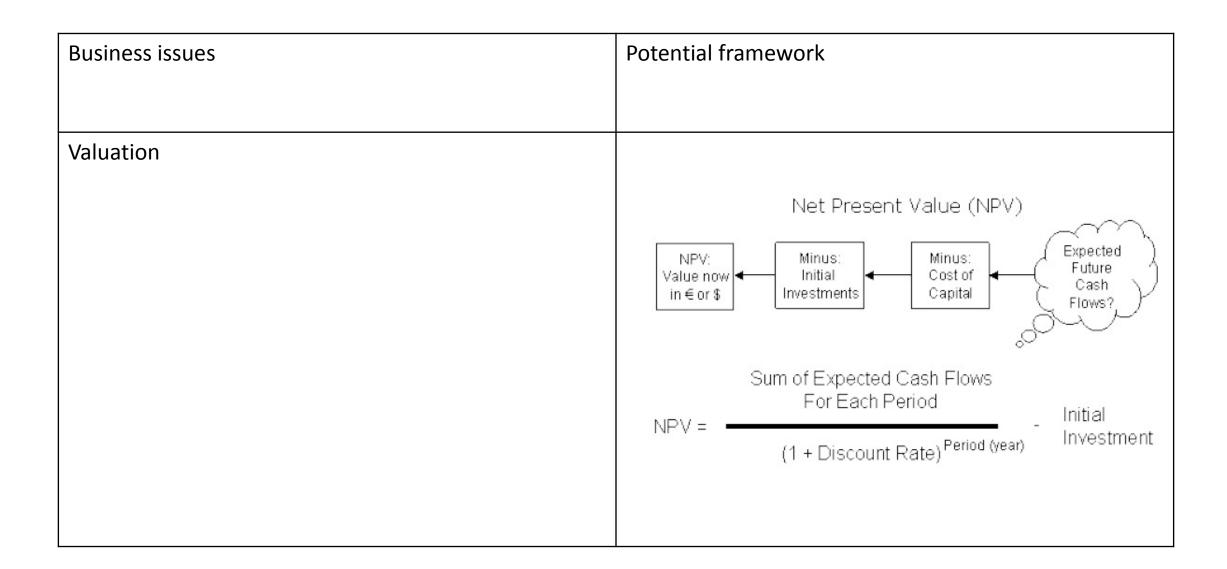
Business issues	Potential framework	
Opportunity assessment		
	Sales Introduction Growth Maturity Decline	
		Time

Business issues	Potential framework
Business unit	
	Infrastructure Support activities
	Human Resource
	Technology
	Procurement
	Inbound Operations Outbound Marketing and sales Service

Business issues	Potential framework
Business unit (Continued)	Product development Channel management Core Competencies Customer acquisition Customer services Branding

Business issues	Potential framework
Market/industry analysis	New entrant Industry competitors
	Suppliers

Business issues	Potential framework			
Market/industry analysis	4	<u> </u>		
	Market growth			٦
	High	Question marks	Stars	
	Low	Dogs	Cash cows	
		Low	High	Market share



Potential framework
Customer Distributors Competitors Suppliers

Business issues	Potential	Potential framework			
Competitive analysis (Continued)			Helpful	Harmful	
		Internal	Strength	Weakness	
		External	Opportunity	Threats	

Business issues	Potential framework
Marketing strategy	Product
	Place
	Product offering Price
	Promotion