REFLECT TARGET 1. Customers 1. STARTING POINT 2. Business Resources 2. TARGET 3. Financical Justification 3. WHERE YOU ARE RIGHT NOW 4. HOW FAR ARE YOU FROM YOUR TARGET? 5. HOW DO YOU MAKE IT FASTER? CAN YOU IMPROVE YOUR TARGET? WHERE YOU ARE RIGHT NOW 1. Customers 2. Business Resources 3. Financical Justification STARTING POINT 1. Customers 2. Business Resources 3. Financical Justification