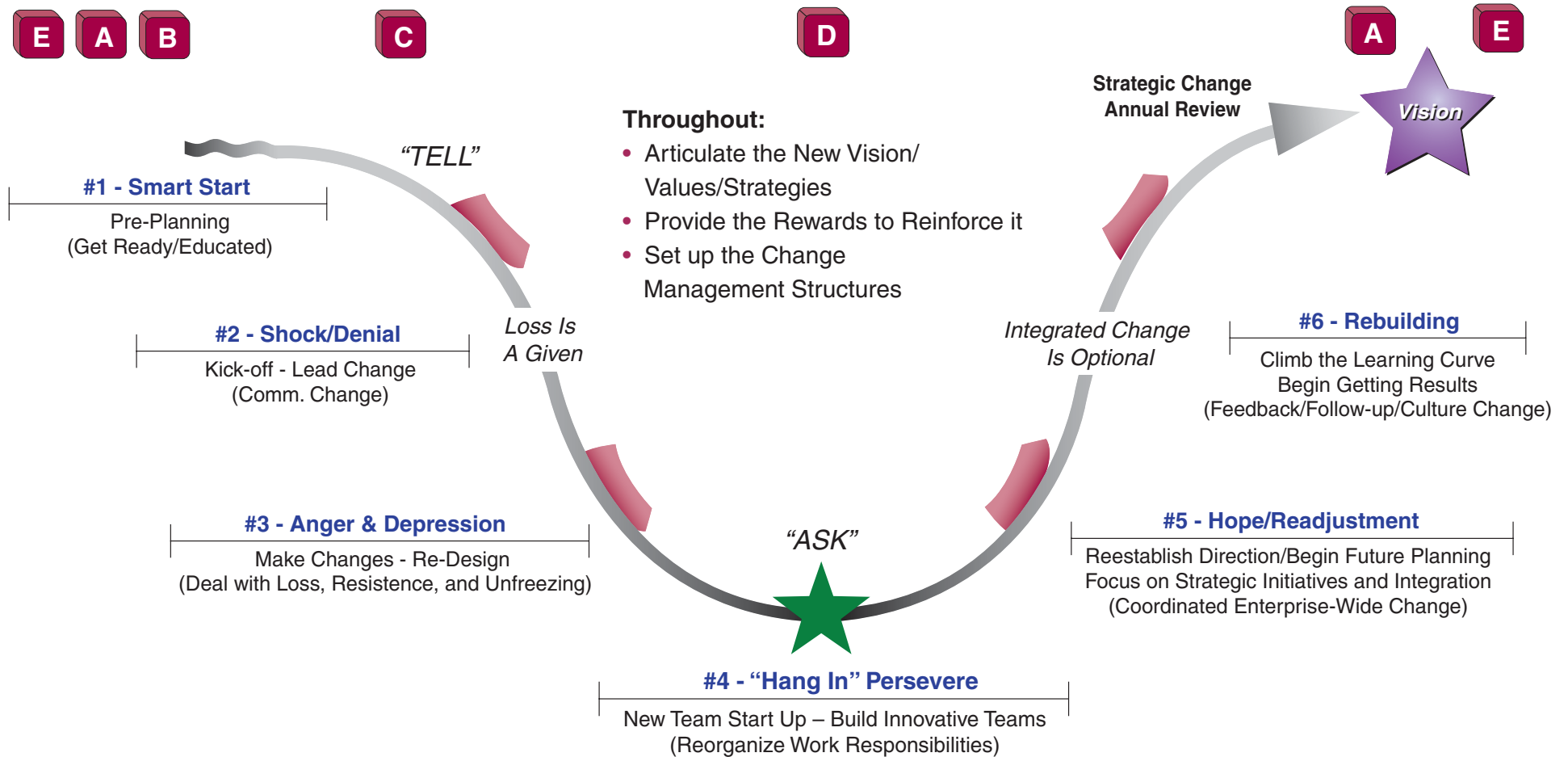


SIX STAGES OF ENTERPRISE-WIDE CHANGE™

“The Transformation to Business Excellence and Superior Results”

“The Rollercoaster is Natural – Normal – and Highly Predictable”



USING THE BUSINESS EXCELLENCE ARCHITECTURE

(1) Culture (2) Planning (3) Change (4) People (5) Leadership (6) Customer-Focused (7) Align Delivery = CREATING CUSTOMER VALUE

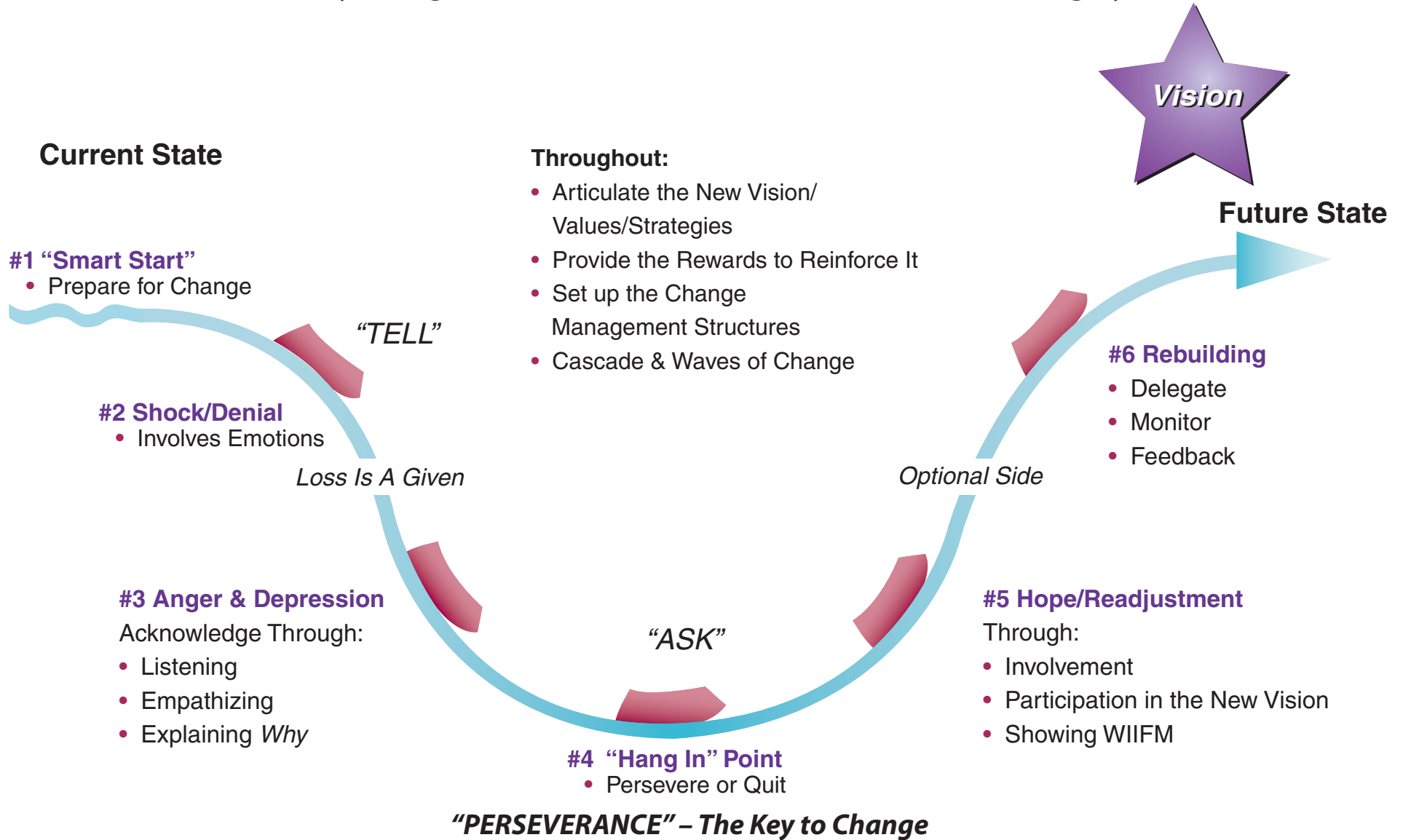
MEWC-03

©2005 DO NOT DUPLICATE

© 2005 Stephen G. Haines, Centre for Strategic Management® • 3rd Edition • Code: MEWC-03 • Another in the “Rollercoaster of Change™” series • Website: www.csmintl.com
 Email: info@csmintl.com • Phone: (619) 275-6528 • **DO NOT DUPLICATE WITHOUT EXPRESSED WRITTEN CONSENT** • For additional copies or a one-year unlimited Internal Reproduction Only (IRO) license, contact us.

THE ROLLERCOASTER OF CHANGE™

This Individual & Psychological Rollercoaster is "Natural – Normal – and Highly Predictable"



©2005 DO NOT DUPLICATE

© 2005 Stephen G. Haines, Centre for Strategic Management® • 5th Edition • Code: MEWC-03 • Another in the "ABCs of Strategic Management™" series • Website: www.csmintl.com
 Email: info@csmintl.com • Phone: (619) 275-6528 • **DO NOT DUPLICATE WITHOUT EXPRESSED WRITTEN CONSENT** • For additional copies or a one-year unlimited
 Internal Reproduction Only (IRO) license, contact us.