

NATIONAL FORCES AND TRENDS THAT ARE/WILL AFFECT THE ORGANISATION

	FORCES AND TRENDS IN NATIONAL POLITICS AND LEGISLATION	FORCES AND TRENDS IN NATIONAL DEMOGRAPHICS	FORCES AND TRENDS IN NATIONAL COMMUNITY VALUES	FORCES AND TRENDS NATIONALLY IN COMMUNICATION, TECHNOLOGY AND THE ENVIRONMENT
IN THE AREA OF POLITICS				
IN THE ECONOMIC ARENA				
IN THE SOCIAL CONTEXT				
IN TECHNOLOGY AND THE ENVIRONMENT				

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STRENGTHS AND WEAKNESSES IN CURRENT ORGANISATIONAL PERFORMANCE

	ORGANISATIONAL STRENGTHS	ORGANISATIONAL WEAKNESSES
IN PRODUCTS AND SERVICES		
IN OPERATING PROCESSES		
IN CUSTOMER SERVICE		
IN GOVERNANCE		
IN MANAGEMENT		
IN FINANCES		
IN HUMAN RESOURCES		