

### **Exhibit 9–7: Strategic Thinking Map for Evaluation – Support Strategies**

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1. Is the organization's culture appropriate for the overall strategy?
  2. Are the organization's values reflected in the service delivery?
  3. Are the behavioral norms appropriate for the strategy?
  4. Are the management processes (the way we do things) appropriate for the strategy?
  5. Does the organizational structure help facilitate the overall strategy?
  6. Is there a balance between standardization and flexibility?
  7. Are additional coordinating or collateral structures required?
  8. Does the organization have the financial resources to carry out the strategy?
  9. Does the organization have the appropriate human resources, skills, policies, and procedures for the strategy?
  10. Is the management talent appropriate?
  11. Do the information systems help facilitate the strategy?
  12. Are the facilities and equipment up to date and appropriate to carry out the overall strategy?
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