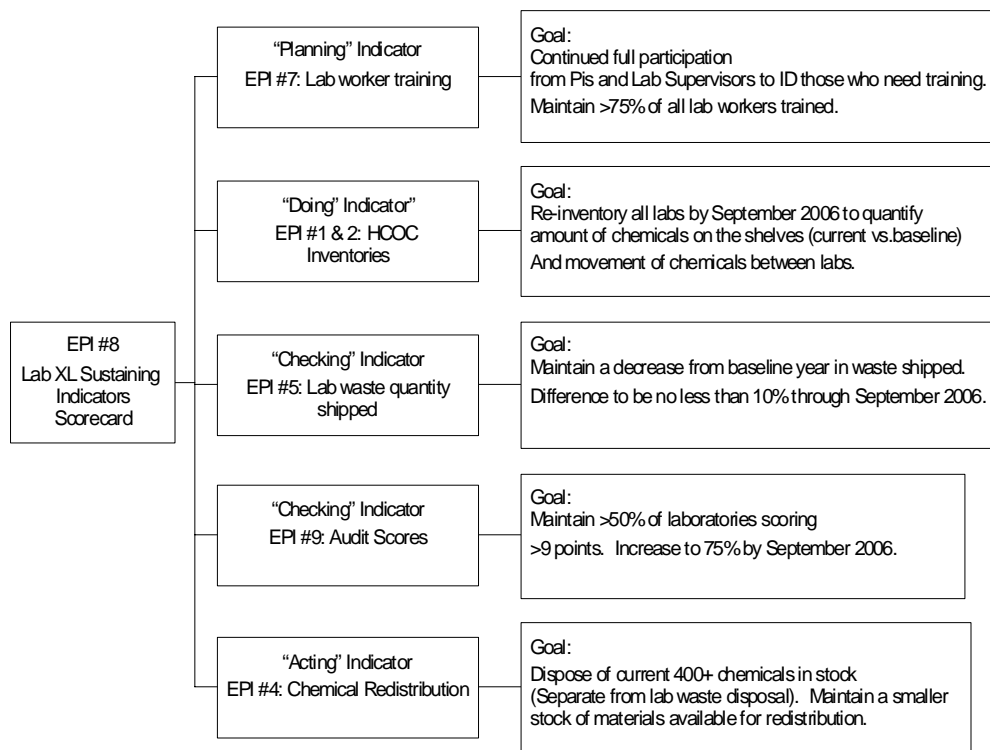


UNIVERSITY OF MASSACHUSETTS BOSTON LAB XL BALANCED SCORECARD



Implementation EPIs:
 EPI #3: P2 Survey
 EPI # 6: Awareness Scores
 The goal for these indicators is to maintain the current level of performance.

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