

Table of Contents

Foreword	iv
1. Introduction	1
2. Governance in a Higher Education Institution	4
3. Culture in a Government Entity	17
4. Culture in a Financial Services Company	24
5. Strategy and Objective-Setting in an Energy Company	33
6. Strategy and Objective-Setting in a Not-for-Profit Entity	44
7. Performance in a Consumer Products Company	53
8. Performance in a Technology Company	68
9. Review and Revision in an Industrial Products Company	77
10. Risk Information in a Healthcare Company	87