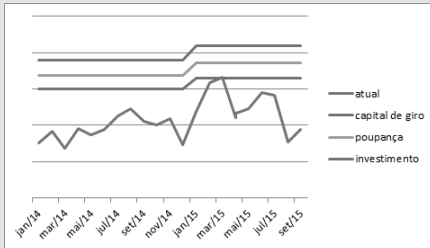
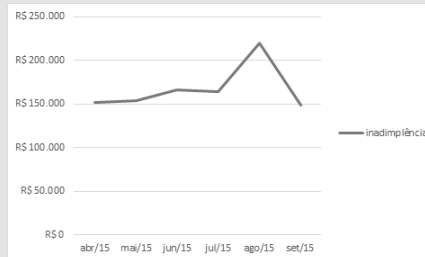


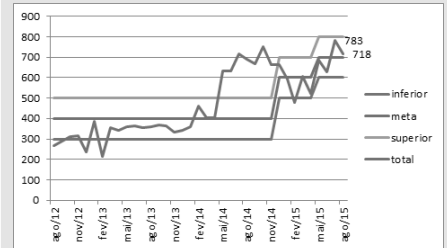
PERSPECTIVA FINANCEIRA



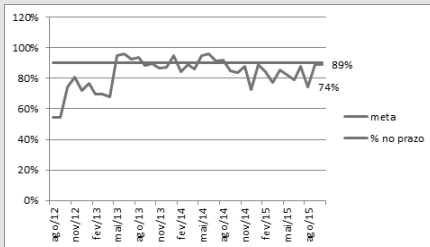
para sermos bem sucedidos



financeiramente

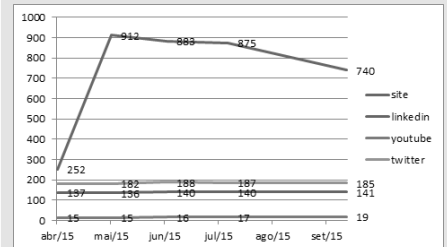


PERSPECTIVA CLIENTES

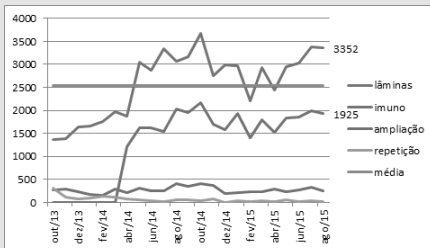


para alcançarmos mais clientes

DATA	GANHOS	PERDIDOS
abril-15	1	0
maio-15	0	0
junho-15	2	1
agosto-15	6	17



PERSPECTIVA PROCESSOS INTERNOS



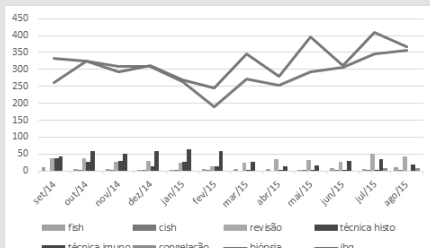
para satisfazer os processos

SETOR ENVOLVIDO	15AGO-15SET	%
RECEPÇÃO e REGISTRO	37	40%
PROCESSAMENTO TÉCNICO	26	28%
ANÁLISE MÉDICA	5	5%
DIGITAÇÃO	18	19%
ASSINATURA	7	8%
SOMA	93	

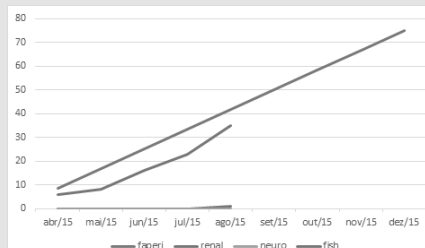
e alcançar a excelência

Sem erro externo em agosto.

PERSPECTIVA APRENDIZADO



para sustentarmos nossa capacidade



de mudar e melhorar

OC1	OC2	OC3	OC4	OC5
0	0	0	0	0
OC6	OC7	OC8	OC9	OC10
0	0	0	0	0
OC11	OC12	OC13	OC14	OC15
0	0	0	0	0
OC16	OC17	OC18	OC19	OC20
0	0	0	0	0



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