

Zurich

Words can be found across, up and down, and diagonally.

Z N N I Q H V U J U P A Y G N C U S B R S T D
 K J B O L O T A C T I C S D K D Y A D K T V C
 C C H K J O J X L W U T K K W Y Z T P D A C Z
 R U E C U Q J Q X U F P C I R Y K S R X F G H
 F S T A K E H O L D E R S H H D E M F T F F W
 M T M G X I L H C C K E M Y Q U N R L K R T J
 O O Z L O H A B H Z Q T A V U H G V D X E Z Q
 C M R U U K E M G C H U R V X W A X Q F T Y S
 C E L B K F H R J M C P T I F Z G B J I E R O
 P R O D U C T S W U A U O S P U E T H W N T K
 X S Z N I E W N Q W L X B I S P M I B P T V T
 F E T D W O T A K C V R J O L C E E J L I K Z
 E R K R G T D L M O L N E N E I N D T Q O Q P
 N V Y O A I J V Q B W D C S A Y T I Q H N I W
 M I U K Q T S F I V S Z T N E M K J W P V A T
 V C S M L U E O V O Y M I M W A X R L F E E O
 H E L G N W W G V Y T X V A X I R S Y R Q Z A
 Z K P D A L J Y Y M E V E U S M L C F E S Y J
 W L T Y L T N I T B X K S V C S O V H G C P C
 T Q O A N S T U T W R B Q X L T R D Y S V Y K

Aims

Products

Staff retention

Tactics

Customer service

Research

Stakeholders

Value

Engagement

SMART objectives

Strategy

Vision