

LIST OF FIGURES

		Page
Figure 2.1	The performance drivers of PFS	27
Figure 2.2	High Performance Leadership	30
Figure 5.1	Segment focused SBU's	59
Figure 5.2	PFS sub-segmentation model	65
Figure 6.1	Coding from texts	82
Figure 6.2	From codes to categories in qualitative content analysis	83

