

Industry	Key barriers to improvement
Public Service	Budget commitment Setting clear objectives
Health and Welfare	Budget commitment Lack of in-house expertise
Retail	Lack of in-house expertise Setting clear objectives
IT and Telecom	Lack of in-house expertise Perceived lack of relevance Setting clear objectives
Finance and Consulting	Lack of in-house expertise Setting clear objectives
Education	Budget commitment Setting clear objectives
Hospitality and Tourism	Lack of in-house expertise Perceived lack of relevance