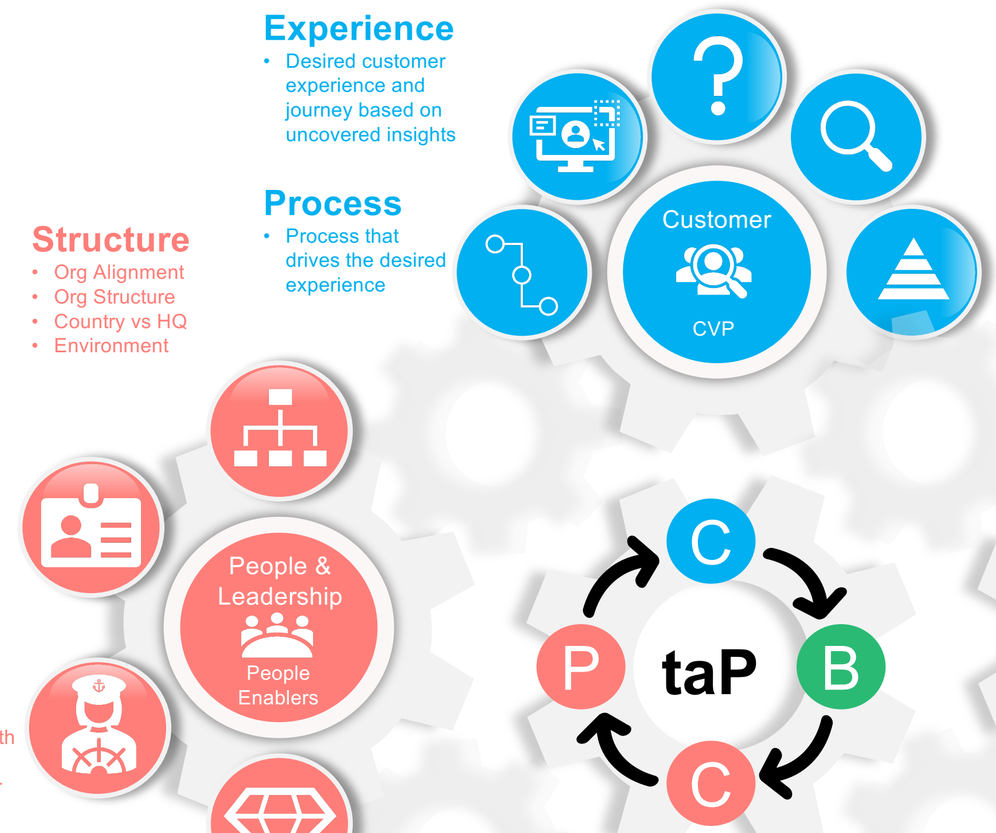
taP is a map of the crucial interactions



Insights
- Rationale for Gap

Experience
- Desired customer experience and journey based on uncovered insights

Process
- Process that drives the desired experience

Gaps
- Behaviors
- Pain-points
- Unmet needs
- Habits
- Expectations

Segment
- Size & Attractiveness
- Options

Structure
- Org Alignment
- Org Structure
- Country vs HQ
- Environment

Talent Gap
- Current vs Needed
- Hire vs Buy
- Internal vs External
- How to hire?

Leadership
- Co-ordination vs Depth
- Fostering Innovation
- The Balanced Leader

Mission-Values
- Mission
- Vision
- Values
- Behaviors
- Measurements

Differentiation
- Environmental Scanning
- Competitor Analysis
- Imitability & ability to stay ahead

Path-to-Profit
- Attractiveness
- Pricing: Volume vs Value
- Marginal Contribution
- Annual Fixed Costs
- Operating Efficiency

Scaling
- Global Reach Ability
- Industry Configuration
- Distribution Approach
- Customer Capture
- Brand

Core Competence Gap
- Current vs Future Capabilities

New Disciplines
- Manufacturing
- Instrumentation
- Predictive Analytics
- Artificial Intelligence

Ecosystem
- Ecosystem Mapping
- Partner vs Produce
- Platforms

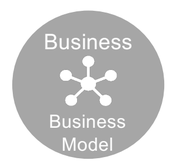
Information Technology
- Build, Customise or Configure
- Architecture
- Modularity & Scalability

Design
- Considerations

Methodology
- Design Thinking
- LEAN approach
- Agile-at-scale
- Software Factory

Data
- Collect
- Clean
- Enhance & categorize
- Deploy

LEGEND



Element

Scaling
- Global Reach Ability
- Industry Configuration
- Distribution Approach
- Customer Capture
- Brand

Dimension

Considerations