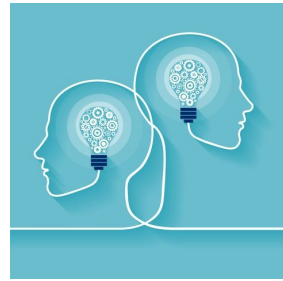
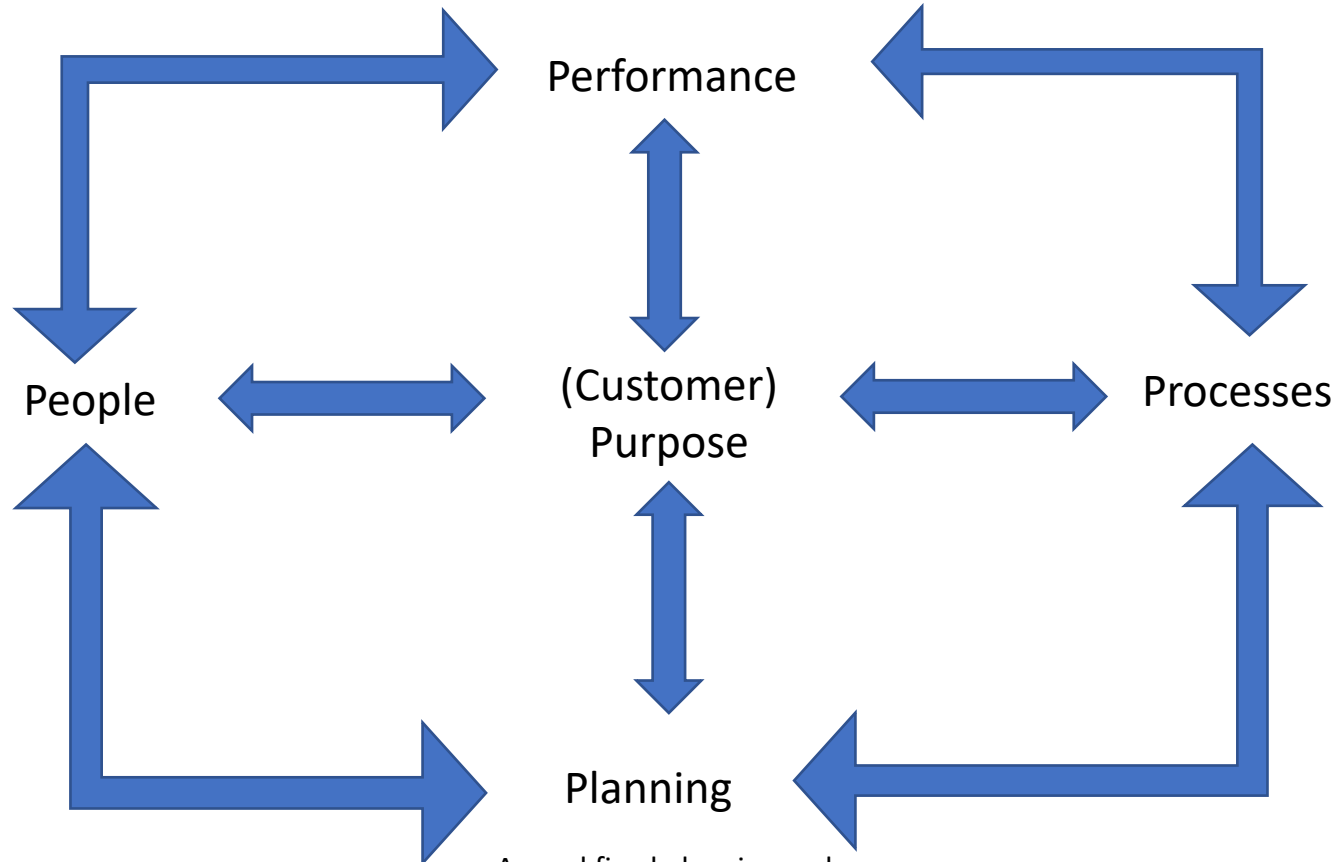


5 Ps model



- Balance of individual v team metrics
- Is “variation” understood?
- This month vs last month or performance over time?
- Measuring the right things?

- How often, and for what, am I rewarded?
- How do I get on / survive / succeed around here?
- How much am I trusted to do the right thing for the customer?



- Is variety of demand understood?
- Standardised processes and procedures or principles and guidance?
- Demand dealt with at first point of contact or multiple hand-offs
- Processes designed to turn KPIs green, or address customer needs?

- Annual fixed planning and budgeting cycles misaligned with customer needs?
- Resource plan driven by budgets, unlinked to customer demand?