**Strategic Business Drivers**
Examples of business drivers:
- Efficiency improvements e.g. cost/time savings
- Quality improvement
- Service improvement

**Business metrics** (what are the measures/indicators for your selected business drivers?)

**Strategic Capabilities** (What capabilities “we need to know how to…” will drive the achievement of your business metrics?)

1. Flywheel project: to...
2. Flywheel project: to...
3. Flywheel project: to...

*Project value*

Which transformation levers are you likely to learn most about?

<table>
<thead>
<tr>
<th>LEADERSHIP</th>
<th>GOVERNANCE</th>
<th>PROCESS</th>
<th>PEOPLE</th>
<th>INFRASTRUCTURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Willingness to experiment &amp; learn</td>
<td>Policy</td>
<td>Process redesign</td>
<td>Skills and competencies</td>
<td>Technology (incl. mobile devices)</td>
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<tr>
<td>Openness to new ways of working (e.g. Agile) and org structure</td>
<td>Performance measures</td>
<td>Process simplification</td>
<td>Knowledge and information flows</td>
<td>Physical environment</td>
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<tr>
<td>Attitude towards failure</td>
<td>Lean vs hierarchical structures</td>
<td>Process removal</td>
<td>Mobility</td>
<td>People’s location and interaction</td>
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<td>Support for staff (incl. resources, time, tools, morale)</td>
<td>Accountability to stakeholders</td>
<td>New process</td>
<td>Dealing with uncertainty and motivation</td>
<td></td>
</tr>
</tbody>
</table>

Examples of business drivers:
- Efficiency improvements e.g. cost/time savings
- Quality improvement
- Service improvement

- Employee satisfaction
- Reduced employee turnover
- Increased revenue/funding
- Customer satisfaction
- Improved market share/penetration
- Improved responsiveness to market-driven change
- Partner and stakeholder satisfaction
- Business goals and opportunities achieved
- Business risk avoided