

VMOST - Mission Board

Vision	The future for us is a place where we are a sustainable, and profitable loans provider which operates within the UK and Ireland. We have the foundations in place to scale rapidly so that we can react to opportunities as they present themselves.							
Missions	Create a lean, customer centric organisation			Diversify to offer loans to near-prime customers			Future-proof the current IT estate	
Objectives	<ul style="list-style-type: none"> • Increase Net Promoter Score • Increase Customer feedback • Reduce Call centre waiting times • Increase Staff feedback / engagement scores • Reduce Cost Per Loan • Reduce Staff Costs • Increase speed of delivery (idea to live) 			<ul style="list-style-type: none"> • Increase Volume of Business • Increase Number of Customers • Increase Customer Margin • Reduce number of defaulting loans (bad debt) 			<ul style="list-style-type: none"> • Reduce TTD / TTR levels for live issues • Reduce platform costs • Reduce partner on boarding time 	
Strategies	Focus On... Improving Customer Touch Points	Focus On... Reducing Overheads	Focus On... The Team	Focus On... The needs of the new customer base	Focus On... Go-Live (Near Prime Brand)	Focus On... Business Integration	Focus On... The Technology	Focus On... Partner Integration
Tactics	<div data-bbox="451 966 703 1117"> <p>Online capability to chat to CSA</p> <p>Cost: 100 Ben: 150</p> </div> <div data-bbox="451 1138 644 1289"> <p>Re-train current CSA staff in livechat</p> </div>	<div data-bbox="727 966 979 1117"> <p>Responsive My Account site for people with loans</p> <p>Cost: 125 Ben: 250</p> </div> <div data-bbox="727 1138 920 1289"> <p>New HR Portal</p> <p>Cost: 250 Ben: 50</p> </div>	<div data-bbox="1032 966 1225 1117"> <p>Org Design</p> </div> <div data-bbox="1032 1138 1225 1289"> <p>Training for Line Managers</p> </div>	<div data-bbox="1282 966 1534 1117"> <p>Responsive Loans App (Get a Quote)</p> <p>Cost: 125 Ben: 200</p> </div> <div data-bbox="1282 1138 1475 1289"> <p>Train Devs in Responsive coding techniques</p> <p>Impact: 25%</p> </div>	<div data-bbox="1558 966 1751 1117"> <p>Hire Team</p> <p>Impact: 10% (SMT-1)</p> </div> <div data-bbox="1558 1138 1751 1289"> <p>TV Marketing Campaign</p> <p>Cost: £2m</p> </div>	<div data-bbox="1834 966 2027 1117"> <p>Change financial reporting process</p> </div> <div data-bbox="1834 1138 2027 1289"> <p>MI Data Mart</p> <p>Cost: 450 Ben: 1,000</p> </div>	<div data-bbox="2113 966 2306 1117"> <p>Scale current Infrastructure</p> <p>Cost: 50 Ben: 40</p> </div> <div data-bbox="2113 1138 2306 1289"> <p>DR Process</p> </div> <div data-bbox="2113 1348 2306 1499"> <p>Build new platform</p> <p>Cost: 1,000 Ben: 500</p> </div>	<div data-bbox="2389 966 2582 1117"> <p>Document & circulate On Boarding process</p> </div> <div data-bbox="2389 1138 2582 1289"> <p>White Label Product</p> <p>Cost: 400 Ben: 1,000</p> </div>



Tech Debt – Delivered by squad so measured in Squad points (cost / benefit)

Deliverables – Delivered by squad so measured in Squad points (cost / benefit)



Marketing / Comms Changes – cost measured in financial cost to org

People / Process / Org Changes – cost measured in % impact to productivity

Budget – Squad Points

Assumes: 1 Squad = approx. £1m per year
1 point = £2k

500 points = £1m = 1 Squad per year

x3 squads = 1500 points to spend

