

# VMOST - Mission Board

Strategic direction for a loans provider (future plan)

		DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEPT	OCT	NOV
Mission 1: Create a lean / customer centric org	Improve Customer Touchpoints	Ben:			Livechat Training								
		Cost:		Online Chat with CSA									
	Reduce Overheads	Ben:	Responsive My Account Site		New HR Portal								
		Cost:											
The Team	Ben:		Org Design		Training 1 for Line Managers							Training 2 for Line Managers	
	Cost:												
Mission 2: Offer loans to near-prime customers	New Customer Base	Ben:								Train Devs in responsive coding	Responsive Quote Generation		
		Cost:											
	Go-Live with the new brand	Ben:			Hire Team				TV Marketing Campaign				
		Cost:											
Business Integration	Ben:		Change Reporting Process						MI Data Mart				
	Cost:												
Mission 3: Future proof the IT estate	The Tech	Ben:	Infrastructure Scalability Fixes	DR Process									
		Cost:											
Partner Integration	Ben:		White Label Product (... c/fwd to end of Jan ...)										
	Cost:												
Dependancies						Powercurve Integration							
Non Strategic (JDFI)			Marketing Campaign			Partner Integration							

-  Squad 1
-  Squad 2
-  Squad 3
-  Other Tactics

