

KPIs

	MINIMUM VIABLE SOLUTIONS	PILOT PROJECT - ROLL-OUT	FULL IMPLEMENTATION
	From the blueprint, identify which touch points, front office interactions, back office interactions and underlying processes are needed at a minimum for the service to work	Make a note of what you want to work out for the roll-out.	Make a note of what still needs to be worked out for the full roll-out of your service.
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RISC			
SATO			
ANIN			
ORC			
TIME			
Write dow	n here what you want to measure at this time.		