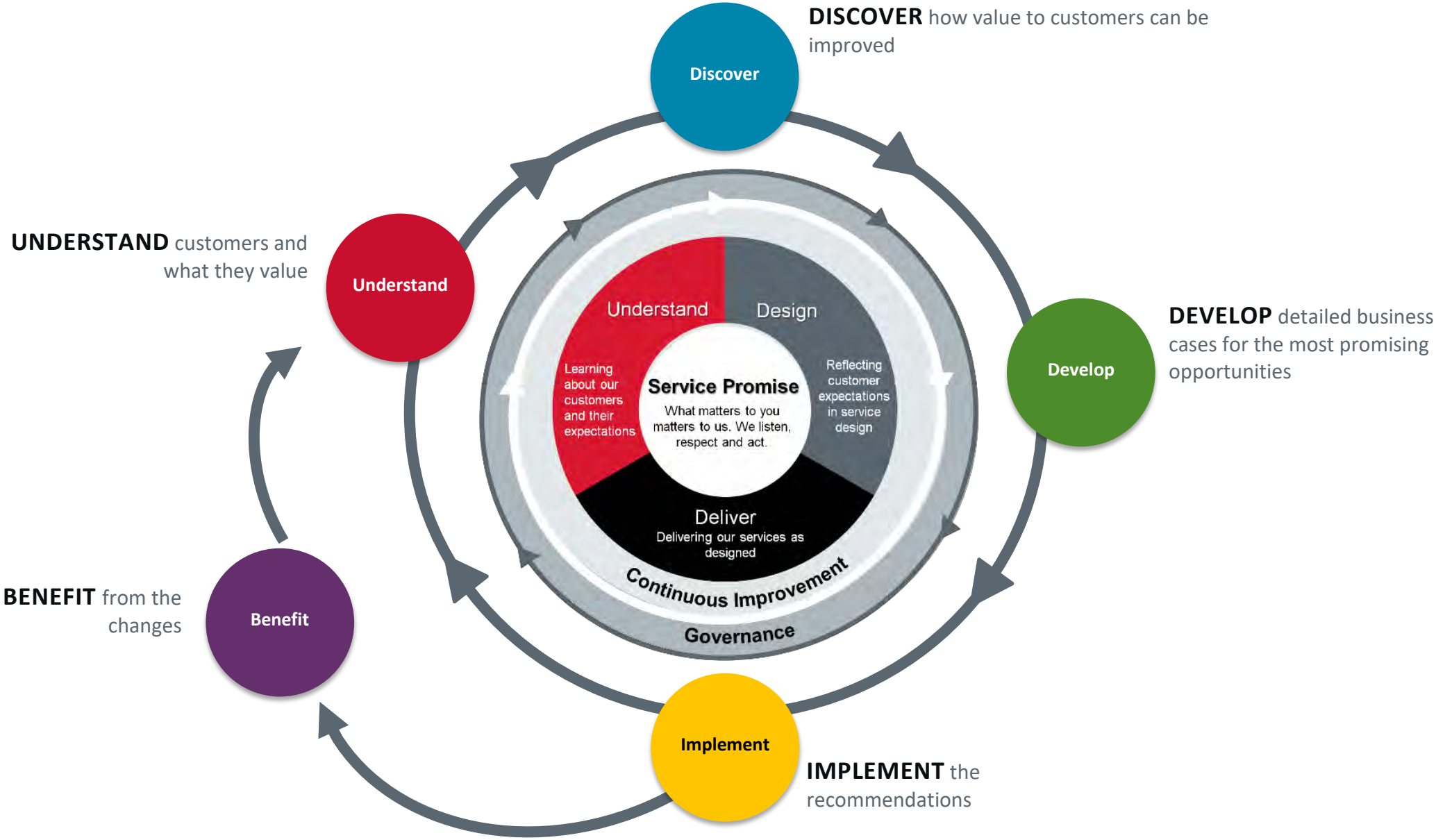
Discover
DISCOVER how value to customers can be improved
Develop
DEVELOP detailed business cases for the most promising opportunities
Implement
IMPLEMENT the recommendations
Benefit
BENEFIT from the changes
Understand
UNDERSTAND customers and what they value
Understand
Learning about our customers and their expectations
Design
Reflecting customer expectations in service design
Deliver
Delivering our services as designed
Service Promise
What matters to you matters to us. We listen, respect and act.
Continuous Improvement
Governance