

VMOST - Mission Board

Vision	<p>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.</p>							
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 style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <div style="background-color: yellow; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> Online capability to chat to CSA </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Cost: 100</small> </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Ben: 150</small> </div> </div> <div style="text-align: center;"> <div style="background-color: green; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> Re-train current CSA staff in livechat </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Cost: 250</small> </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Ben: 50</small> </div> </div> </div>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <div style="background-color: yellow; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> Responsive My Account site for people with loans </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Cost: 125</small> </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Ben: 250</small> </div> </div> <div style="text-align: center;"> <div style="background-color: green; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> New HR Portal </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Cost: 250</small> </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Ben: 50</small> </div> </div> </div>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <div style="background-color: green; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> Org Design </div> </div> <div style="text-align: center;"> <div style="background-color: green; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> Training for Line Managers </div> </div> </div>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <div style="background-color: yellow; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> Responsive Loans App (Get a Quote) </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Cost: 125</small> </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Ben: 200</small> </div> </div> <div style="text-align: center;"> <div style="background-color: green; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> Train Devs in Responsive coding techniques </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Impact: 25%</small> </div> </div> </div>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <div style="background-color: green; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> Hire Team </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Impact: 10% (SMT-1)</small> </div> </div> <div style="text-align: center;"> <div style="background-color: orange; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> TV Marketing Campaign </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Cost: £2m</small> </div> </div> </div>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <div style="background-color: green; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> Change financial reporting process </div> </div> <div style="text-align: center;"> <div style="background-color: orange; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> MI Data Mart </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Cost: 450</small> </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Ben: 1,000</small> </div> </div> </div>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <div style="background-color: red; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> Scale current Infrastructure </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Cost: 50</small> </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Ben: 40</small> </div> </div> <div style="text-align: center;"> <div style="background-color: green; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> DR Process </div> </div> </div>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <div style="background-color: green; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> Document & circulate On Boarding process </div> </div> <div style="text-align: center;"> <div style="background-color: yellow; padding: 5px; border: 1px solid black; width: fit-content; margin: 5px;"> White Label Product </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Cost: 400</small> </div> <div style="border: 1px solid black; padding: 2px; margin-top: 2px;"> <small>Ben: 1,000</small> </div> </div> </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

