

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: Cost:			Livechat Training								
	Reduce Overheads	Ben: Cost:		Responsive My Account Site		New HR Portal							
	The Team	Ben: Cost:		Org Design	Training 1 for Line Managers					Training 2 for Line Managers			
Mission 2: Offer loans to near-prime customers	New Customer Base	Ben: Cost:							Train Devs in responsive coding	Responsive Quote Generation			
	Go-Live with the new brand	Ben: Cost:			Hire Team			TV Marketing Campaign					
	Business Integration	Ben: Cost:		Infrastructure Scalability Fixes	DR Process	Change Reporting Process	MI Data Mart						
Mission 3: Future proof the IT estate	The Tech	Ben: Cost:											
	Partner Integration	Ben: Cost:					White Label Product (... c/fwd to end of Jan ...)						
Dependancies							Powercurve Integration						
Non Strategic (JDFI)				Marketing Campaign		Partner Integration							

