



# Customer Experience Transformation Programme

Taking the prioritised and phased implementation roadmap, we working alongside the organisation to establish a Customer Experience Transformation Programme, which includes:

- The grouping of initiatives
- The formulation and sign-off of business cases to justify investment for each group of initiatives
- The creation of a project plan for each group of initiatives
- The formulation of a working team/ hit squad to manage and drive the implementation of each group of initiatives

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The word "JERICO" in a bold, white, sans-serif font, positioned in the bottom right corner of the page. The background of the page features a dark red vertical bar on the left and a grayscale image of a long, straight road stretching into the distance under a hazy sky, with a faint map grid pattern overlaid on the right side.

# JERICO