



UNDERSTAND



STRATEGIC

Organisational maturity, readiness and capability

In order to understand the organisations' current capability to face and undertake customer experience led transformational change, we carry out an Organisational Maturity, Readiness and Capability assessment.

We work with organisations on:

- Undertaking a full 7S assessment
- Undertaking a complete 7P assessment

This process helps the business to identify the greatest areas of risk to the success of undertaking a business transformation process; and what the business should consider doing in order to mitigate these risks.

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