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Advice to the board of governors in making their business plan – Executive Summary Summary

from Diverse Consultants™
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Who is the customer?



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What does the customer want?



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What does our biggest cost, the labour force, actually do?



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How can we do it cheaper, more flexibly and more effectively ...

... and what rôle does technology have in facilitating that?

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Do values & culture matter in attracting & retaining your customers?



Kerrching!



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