Target Operating Model Design Framework

CUSTOMER

The profile and mix of your customer base

COMPETENCY

The operational enablers required to support other operating model components

TECHNICAL CAPABILITY

The skills and experience required to effectively deliver different types of work and services for customers

LOCATION

Location of physical offices and virtual remote workers. Collaboration and interaction mechanisms.

PROCESS

The most important, high level operational processes (not detailed procedures) that enable delivery of your services

GOVERNANCE

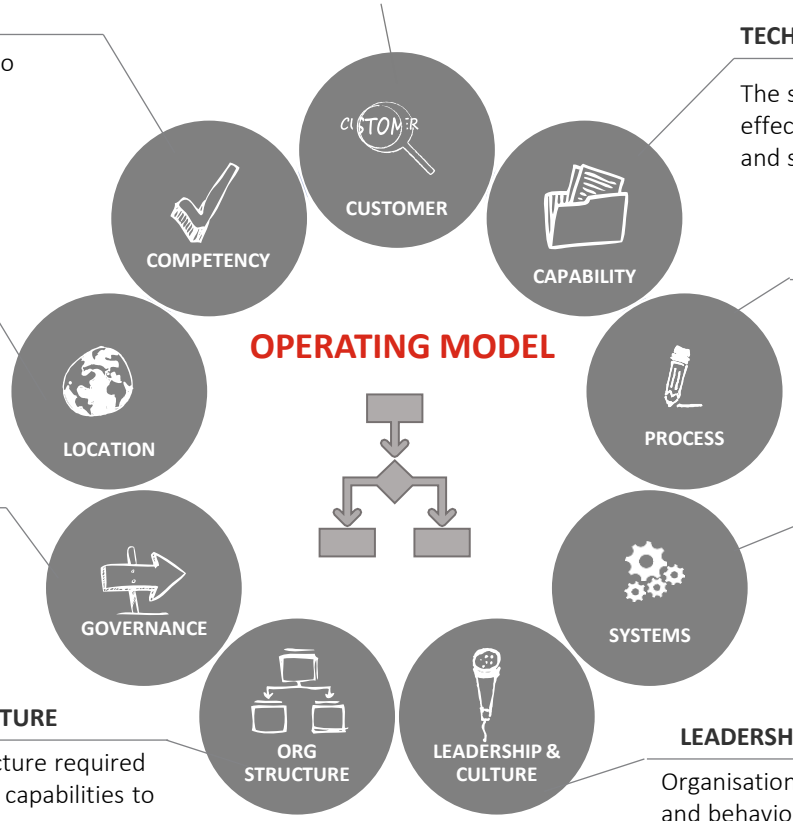
Systems and structures to facilitate effective decision-making between operating units

SYSTEMS

Operational and management systems to support efficient running of the company

ORGANISATIONAL STRUCTURE

The teams, roles and structure required to effectively organise the capabilities to deliver products and services

LEADERSHIP & CULTURE

Organisational Purpose, Leadership style and behaviours required to support the effective operation of the model