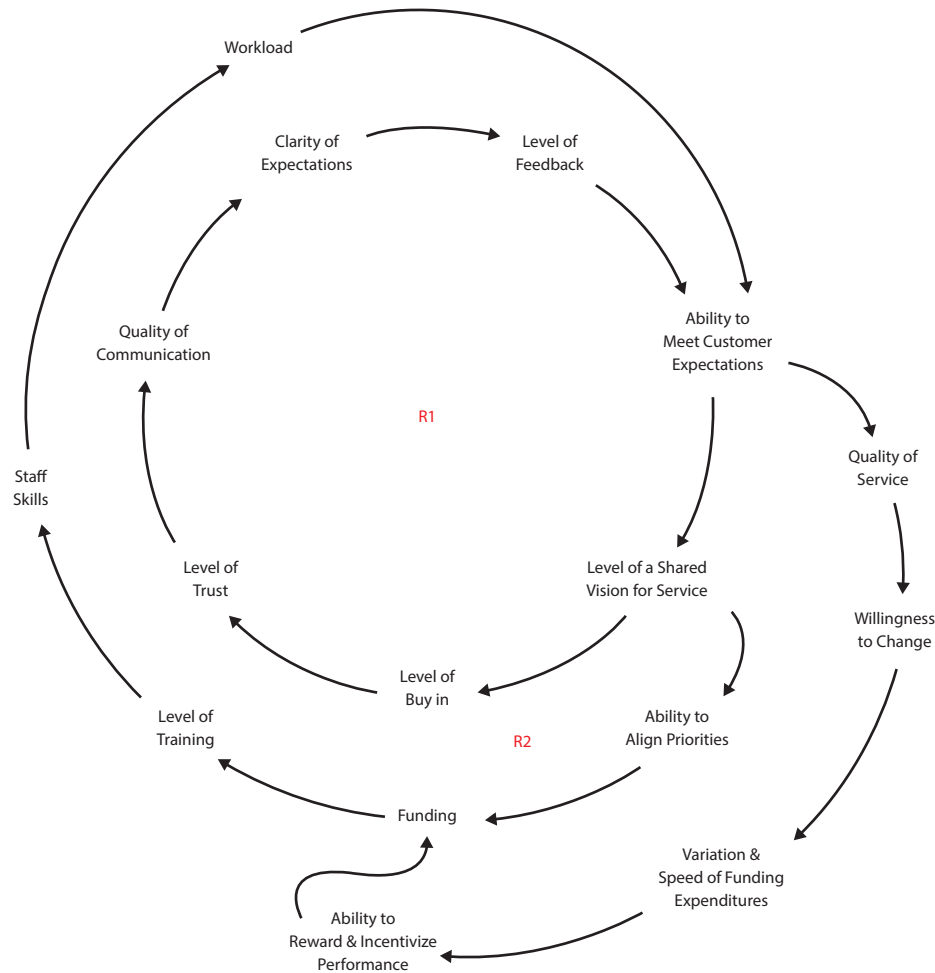




## WHY DO WE STRUGGLE TO MEET INTERNAL CUSTOMER / END USER EXPECTATIONS?

### HIGHEST POINT OF LEVERAGE FOR CHANGE:

Level of Shared Vision for Service



#### R1

As the ability to meet internal customer expectations increases the level of shared vision for service increases which increases the level of buy in among employees which leads to an increased level of trust which leads to improved quality of communication among employees which in turn leads to an increased level of clarity of expectations which allows for a greater level of feedback among employees which improves the ability to meet internal customer expectations.

#### R2

As the ability to meet internal customer expectations increases the level of shared vision for service increases which improves the ability to align priorities which leads to increased funding which allows for an increase in the level of training for employees which leads to improved staff skill levels which improves staff ability to handle current workload which in turn increases the ability to meet internal customer expectations.

#### R3

As the ability to meet internal customer expectations increases the quality of service which increases employees' willingness to embrace change which leads to an increase in the variation and speed of funding expenditures which then increases the ability to incentivize and reward performance which leads to increased funding which allows for an increase in the level of training for employees which leads to improved staff skill levels which improves staff ability to handle current workload which in turn increases the ability to meet internal customer expectations.