

SCENARIO PLANNING WITH YOUR OPERATING MODEL

Greater confidence in uncertain times comes from knowing you can respond to what might happen. Use this sheet to define what your operating model must look like for you to maintain the delivery of sustainable customer value.

	COVID19 Scenario #1: Your region at Alert Level 3	COVID19 Scenario #2: All of NZ at Alert Level 3
Governance & decision rights		
Organisation design		
Knowledge, systems & processes		
Communication systems		
Value to the customer		
People, performance & positivity		

OPERATING MODEL ELEMENTS

The operating model concepts relate to 'how' an organisation does business. A target operating model is the what's required to achieve your strategy. It is future focused.

