

KEY DRIVERS FOR FUTURE

A BUSINESS GROWTH

- A1 Do you think there is an opportunity to grow your business ?
- A2 What are the 5 things KSFE should do to grow the business ?
- A3 What according to you are the blockers for growth ?
- A4 What are the process changes required to enable growth /
- A5 What are the external factors which we should focus on ?
- A6 What are the new products we can introduce ?
- A7 What are the new markets we can focus ?
- A8 What are the new customers we can target in the existing market ?
- A9 How can we leverage technology for business growth ?

B CUSTOMER EXPERIENCE

- B1 Is there a scope to enhance customer experience at KSFE ?
- B2 What do you think are the attributes of positive customer experience ?
- B3 What are the 5 practices KSFE should continue to do with Customers ?
- B4 What are the 5 practices KSFE should stop doing ?
- B5 What are the 5 practices KSFE should do differently to create a positive customer experience ?
- B6 Should we be investing in technology to improve customer experience - if so How ?
- B7 How can we measure customer experience in KSFE ?

C EMPLOYEE ENGAGEMENT

- C1 Are KSFE employees happy and motivated ?

- C2 What are the areas where there is high levels of employee engagement ?
- C3 What are the areas where the employee engagement is low ?
- C4 What are the top 5 things which can improve the employee engagement in KSFE ?
- C5 How can we measure this engagement ?

D **PROCESS**

- D1 Do you think KSFE has the right set of business and operational processes ?
- D2 Are there unwanted processes in the current system which takes away lot of time ?
- D3 If yes please list top 10 processes where there no value add
- D4 Which are the 5 areas where you think we can improve productivity ?
- D5 Do you think better technology will improve the productivity of employees ?
- D6 Have you felt a need for any technology upgradation if implemented will make your life happier in KSFE - if so what are they ?
- D7 How can we measure productivity ?