

Transformational Change Programme

Indicative outline timescales and leads

Task Name	Suggested /Earliest Start Date	Anticipated Finish Date	Lead
Phase 1.5 Technical Architecture	30-07-13	03-03-14	Various
Workstreams/Projects			
Process Improvements – Phase 2 (Top 3)	04-03-14	01-09-14	T3 Manager or Team Leader leads
Process Improvements – Phase 3 (4-15)	02-09-14	04-01-16	T3 Manager or Team Leader leads
My Account developments – Phase 2	04-03-14	01-09-14	To be allocated by MT
Channel Shift promotion – Phase 2/3	02-09-14	01-04-16	To be allocated by MT
Customer engagement & testing – Phase 2/3	01-05-14	01-04-16	To be allocated by MT
Communications & Training – Phase 2/3	01-05-14	01-04-16	To be allocated by MT
Internal culture change – Phase 2/3	01-05-14	04-01-16	Management Team (MT)
Performance & Benefits tracking – Phase 2	04-03-14	01-09-14	To be allocated by MT
Human Resource Processes – Phase 2/3	01-05-14	01-04-16	To be allocated by MT