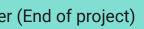
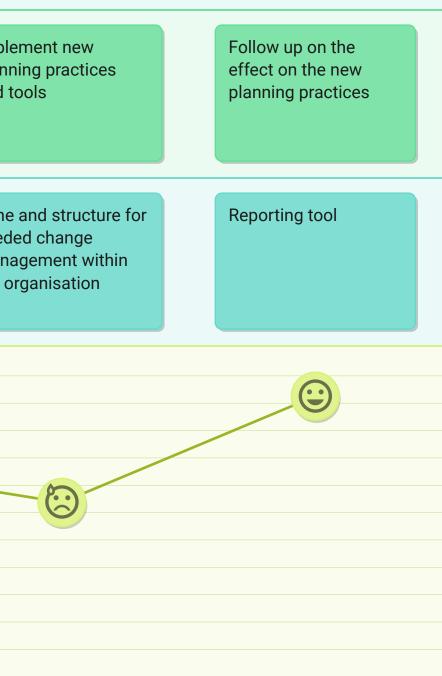
Customer Domiciliary Care Delivery Organisation	Before (Start of project)		During (Strategic Optimisation Project)						After (E
<sup>Onstage</sup> Journey through Strategic Optimisation	Communicate and discuss possible changes in planning and commissioning practices	View examples of benefits of Strategic Optimisation & types of scenarios which are typically modeled	Produce and prepare the needed data and share with Procomp	Wait for the first results	Review first results (with Procomp consultant)	Give feedback on planning practices and constraints	Review results (iterative with previous action)	Decide on which new planning practices could be implemented	Implem plannin and too
Customer Customer need	Advice on more efficient planning and commissioning practices	Visual presentation and examples on the benefits of Strategic Optimisation	Template and instructions	Estimate on expected time	Clear reporting of the modelled changes where the quantitative impact of the changes is pointed out	To feel that their feedback is heard and taken into account	See their feedback in action or get an explanation on another suggested way or working	Gain an insight into to impact of making the modeled changes to understand which changes to adopt	Time a needed manag the org
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