

Lesson Learned on Business Innovation Journey

Anchoring on cost efficiency, customer experience and business potential

Connecting Technology Inspiring Life

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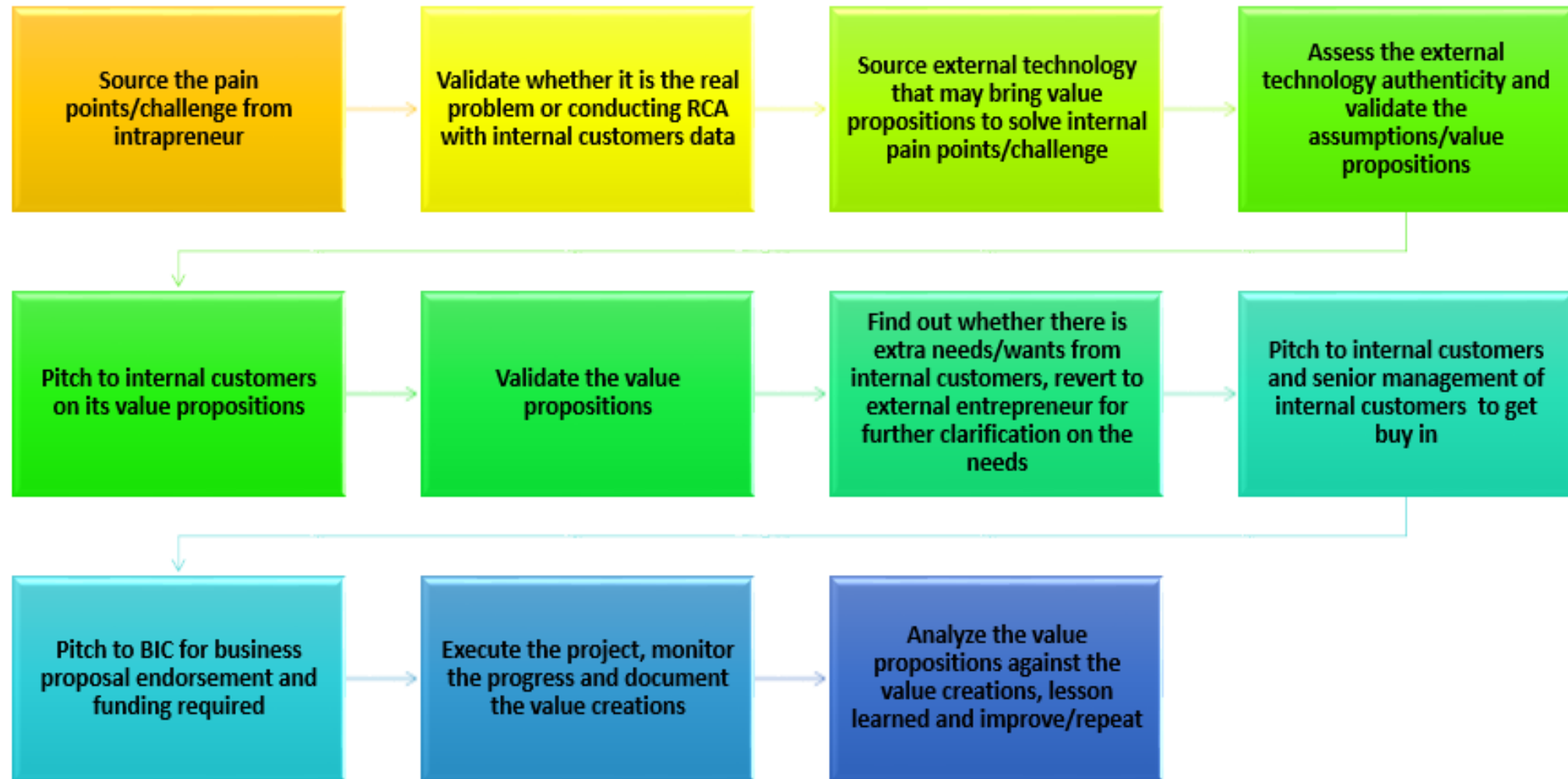
Thoughts of Sharing

- Methodologies
 - Outside in approach/spin in innovation
 - Inside out approach/spin out innovation
- Lesson learned
- Key values and characteristics
- Pilot run examples and value propositions

Outside In Approach



Inside Out Approach



Lesson Learned

Data sharing

Internal customers **reluctant to share data and pain points**
Difficult to validate customers **pain points** and validate **assumptions**



Tone from the top

Lack of top management **support** for business innovation
Internal customers have **options** to go to other committees



KPI on Quality

Outcome VS Output
Quality VS Quantity



Risk taking attitude

Lack of internal customers to take **calculated risk** to lead/champion the pilot run VS reward/incentives



Proactive attitude

Reactive and no sense of ownership - *"if Boss does not ask me to do, better don't do"* mindset



Growth mindset

Not willing to learn and explore new technology, it's **BAU** and *"hopefully everything is ok"* mindset

Key Values and Characteristics

Be Proactive

- › Proactive and embrace change
- › Constantly think of improving cost efficiency and customer experience

Growth Mindset

- › Eager to learn and willing to take challenge to learn new things
- › Persevere and make it happen

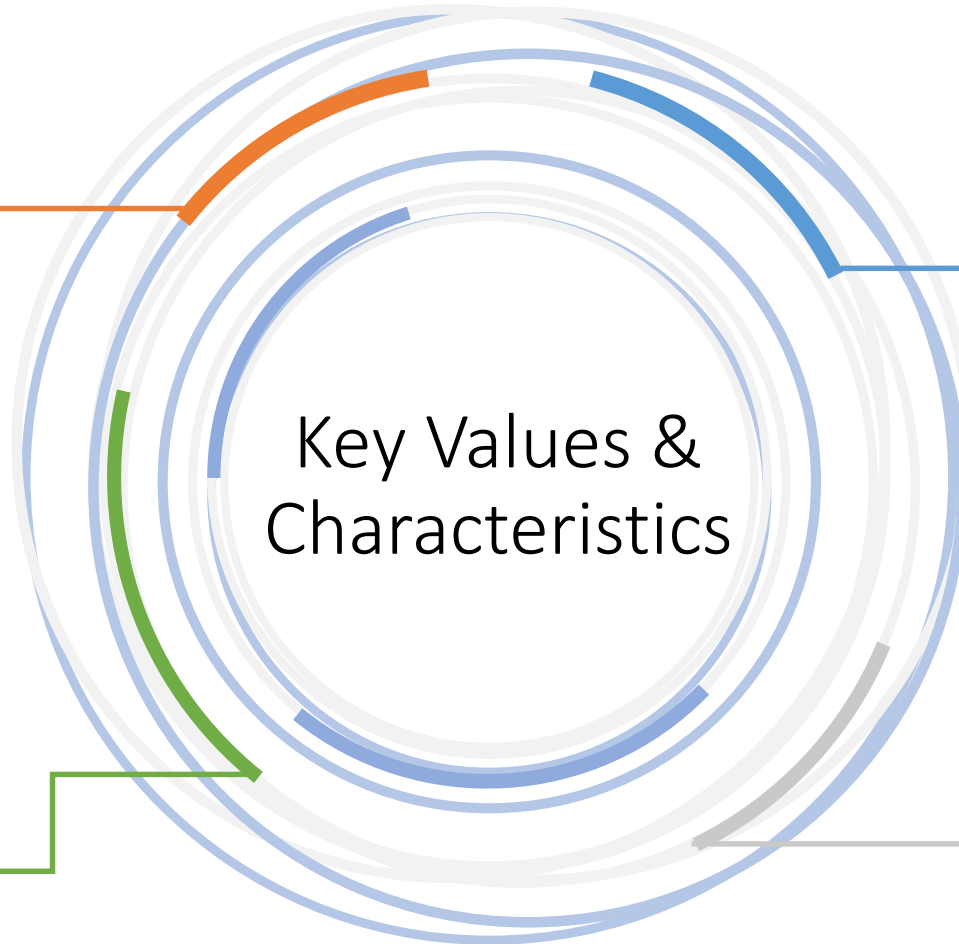
Key Values & Characteristics

- › Take calculated risk to execute initiatives
- › Take ownership and courage to face the consequences

Risk Taker

- › Practice empathetic listening
- › Seek to understand then to be understood

Empathetic Listening





*Thank
you*



THE SUNSET IN MOUNTAINS

"Always do your best. What you
plant now, you will harvest later."

OG MANDINO

AUTHOR