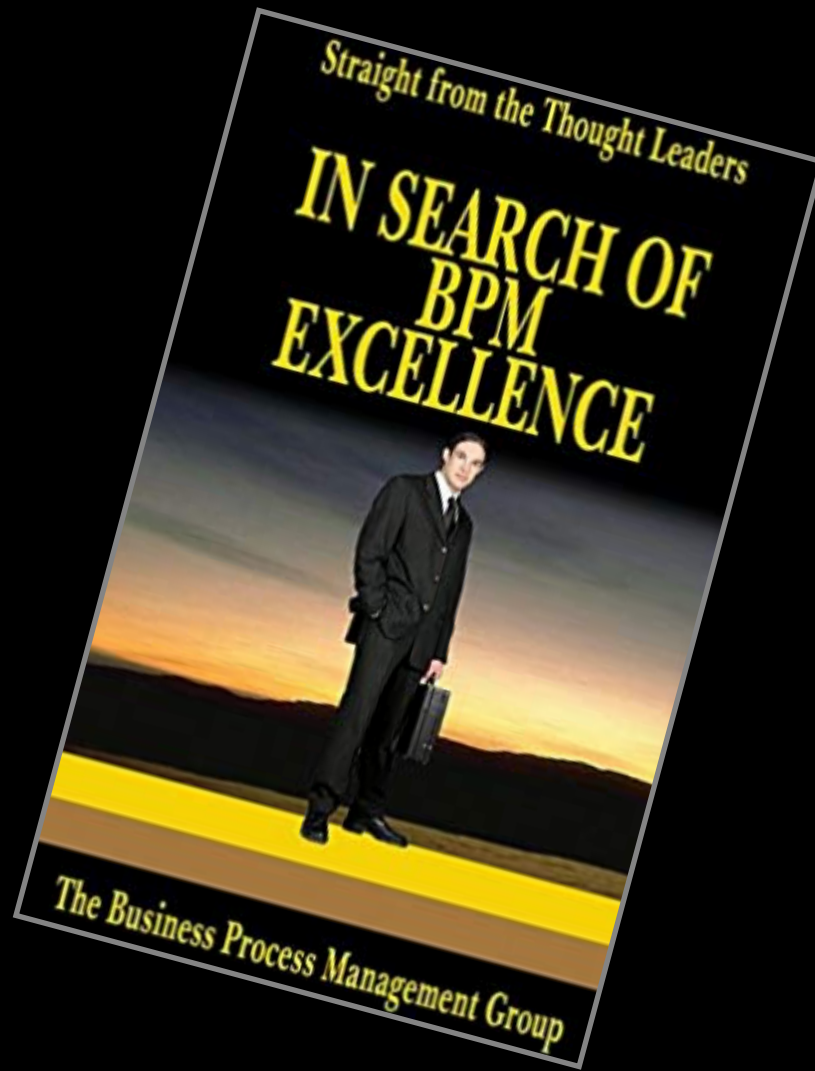


This is a circle



I have a book

Innovation is not technology





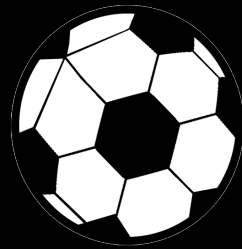
Better can be worse



Benchmarking is looking backwards



You aren't the only innovator



Designed by Pagine

Customer experience - is still a silo

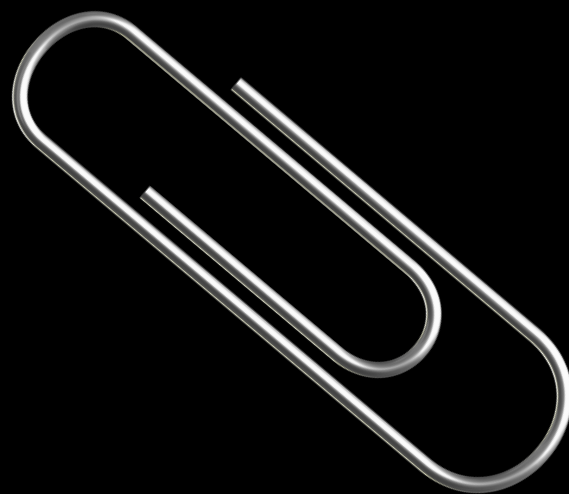
KPIs



Perfection is the enemy of progress



Paperclips matter



Profit is an output

People first



Great technical solution

...Bad Experience



Innovation is not technology

Better can be worse

Benchmarking is looking backwards

Your most important people aren't your innovators

Customer experience - is still a silo

Perfection is the enemy of progress

Paperclips matter

Profit is not an outcome - People first

Great technical solution not such a great experience

