

Innovation in Service Delivery



Carol Harding

1. Measure

2. Tools

3. Capture

4. Integrate

1. Measure



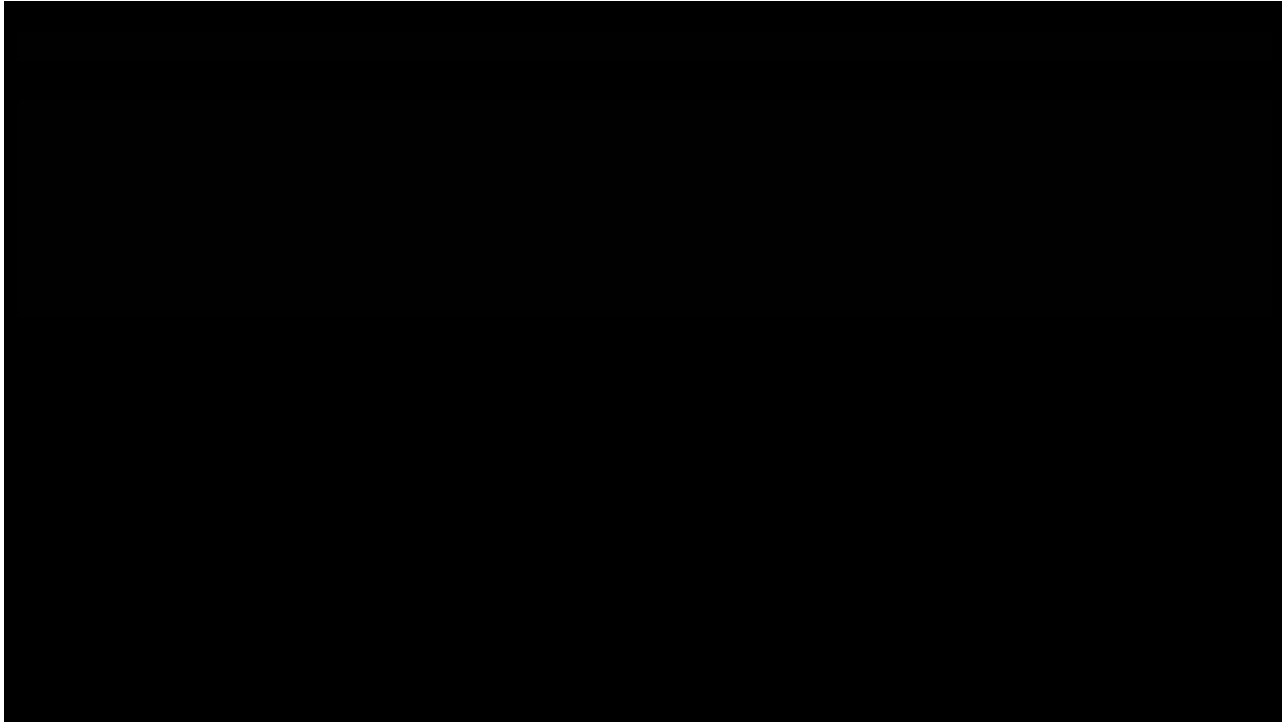
2. Tools



3. Capture



LANDGATE'S INNOVATION PROGRAM



4. Integrate



Q & A