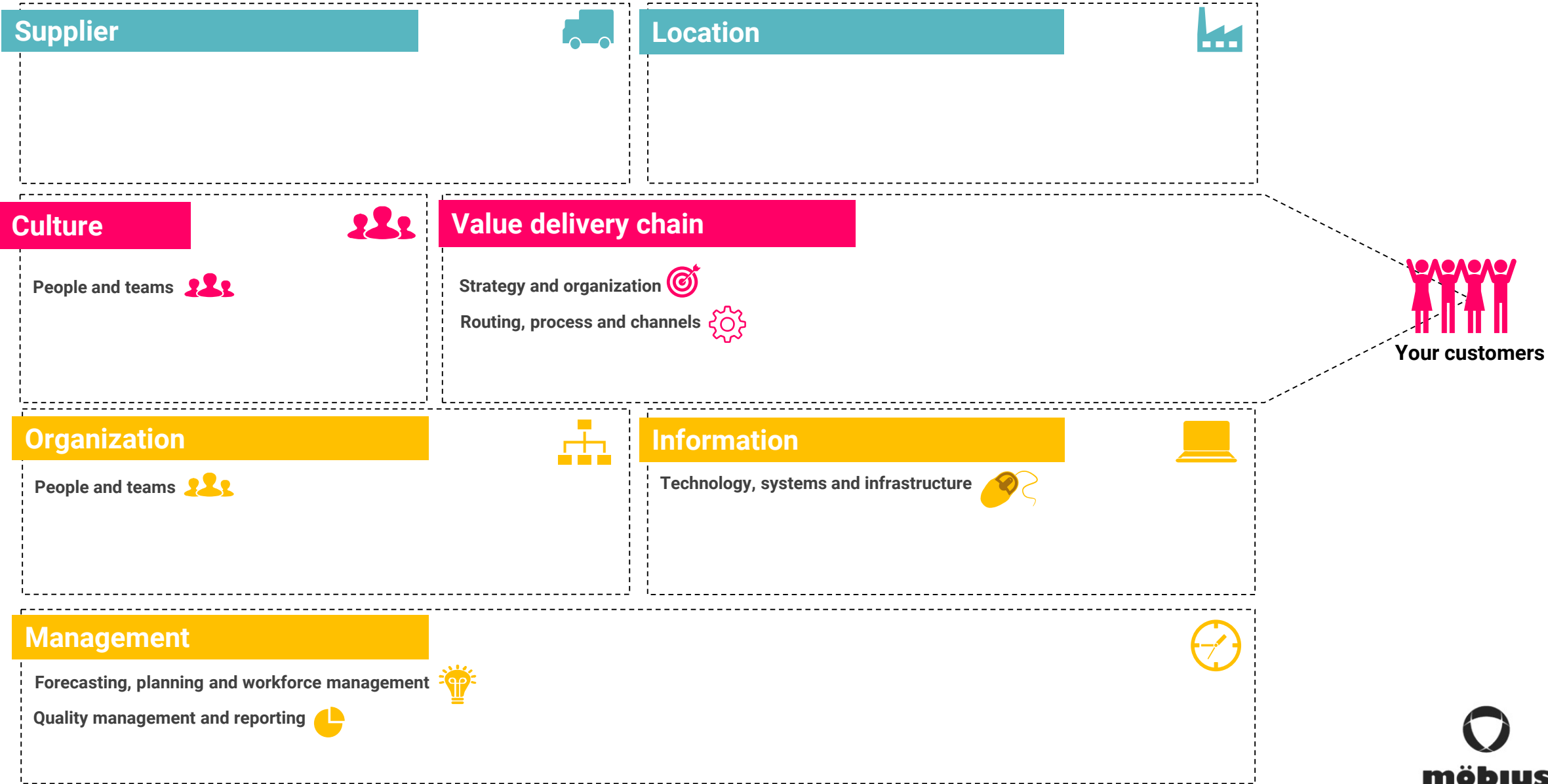
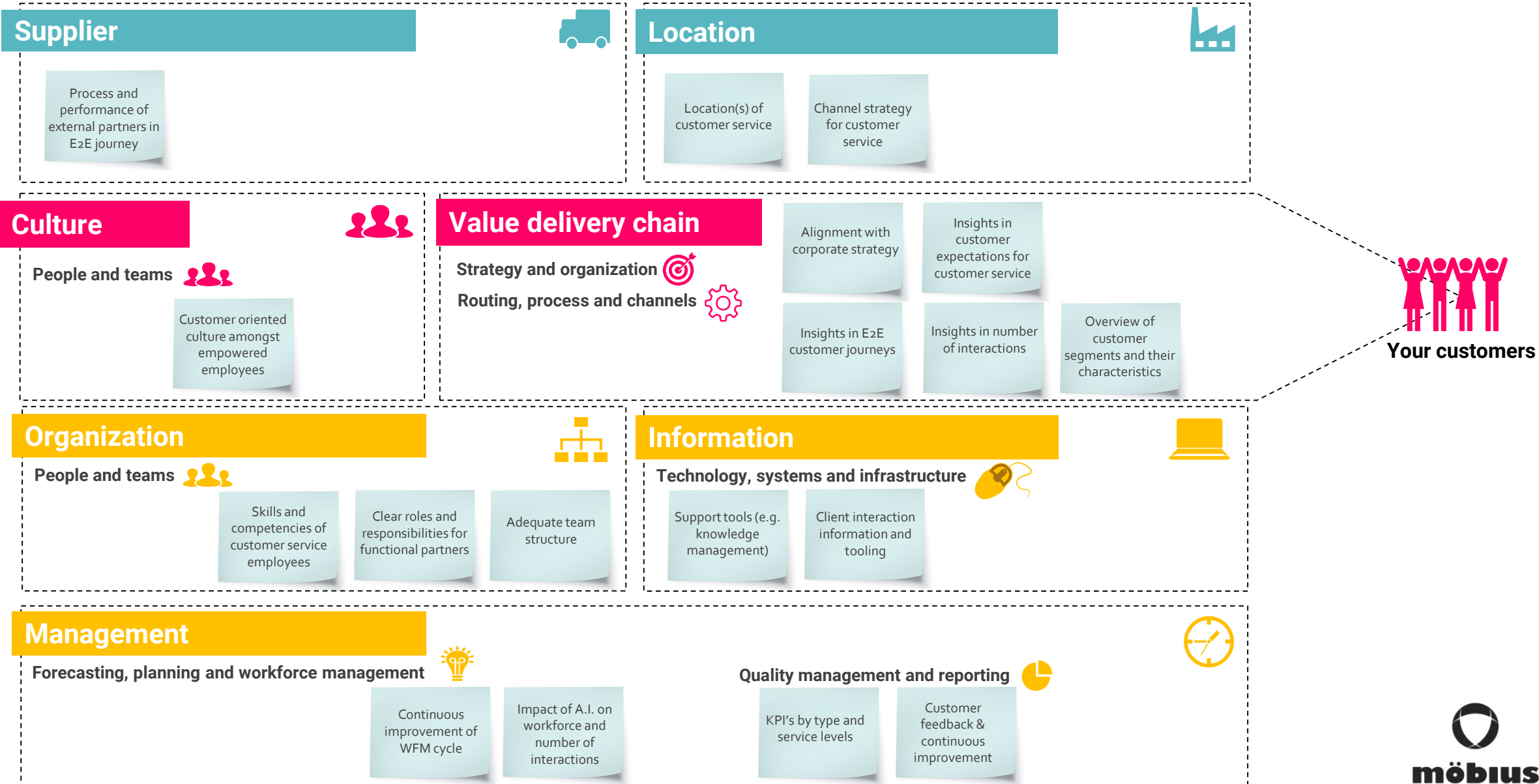


OPERATING MODEL CANVAS CUSTOMER SERVICE



Based on the operating model canvas (Campbell, Gutierrez, Lancelott)

OPERATING MODEL CANVAS CUSTOMER SERVICE



Based on the operating model canvas (Campbell, Gutierrez, Lancelott)