

SPRINT

Sprinting at

SUNWAY®

23 JULY 2019

**BANKING INNOVATION AND
TRANSFORMATION SUMMIT 2019**

KEEPING BANKS RELEVANT NOW AND IN THE FUTURE

#BITS19



One of Malaysia's leading conglomerates with 3 listed entities



Est. 1974














>15,000 employees



50 locations worldwide



>RM16bil market cap*

PROPERTY	CONSTRUCTION	RETAIL	HOSPITALITY	LEISURE	HEALTHCARE
					
EDUCATION	TRADING & MANUFACTURING	QUARRYING	BUILDING MATERIALS	COMMERCIAL	REIT
					

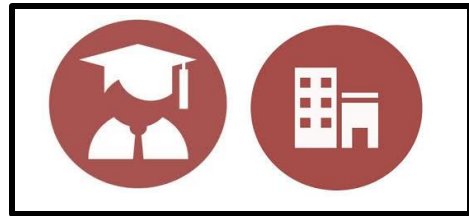
*Includes Sunway Berhad, SunwayREIT and Sunway Construction Group Berhad as at 11 July 2019

SUNWAY® 5 approaches to Innovation



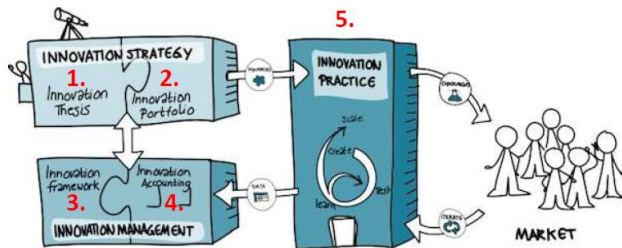
Google
ventures
G/

Spreading “Start-up”
style innovation
methodologies



Industry-Academia
Research Partnerships

Exploring Emerging
Technology Applications



Embracing corporate innovation
and management



Establishing start-up ecosystem links
and corporate venture capital arm

But First....My Story

SUNWAY®

**GROUP STRATEGY &
CORPORATE DEVELOPMENT**



2012-2015

SUNWAY®

GROUP IT



2016

SUNWAY®

**GROUP IT
INNOVATION & TRANSFORMATION**



End-2016



Start With WHY

SUNWAY®

GROUP IT

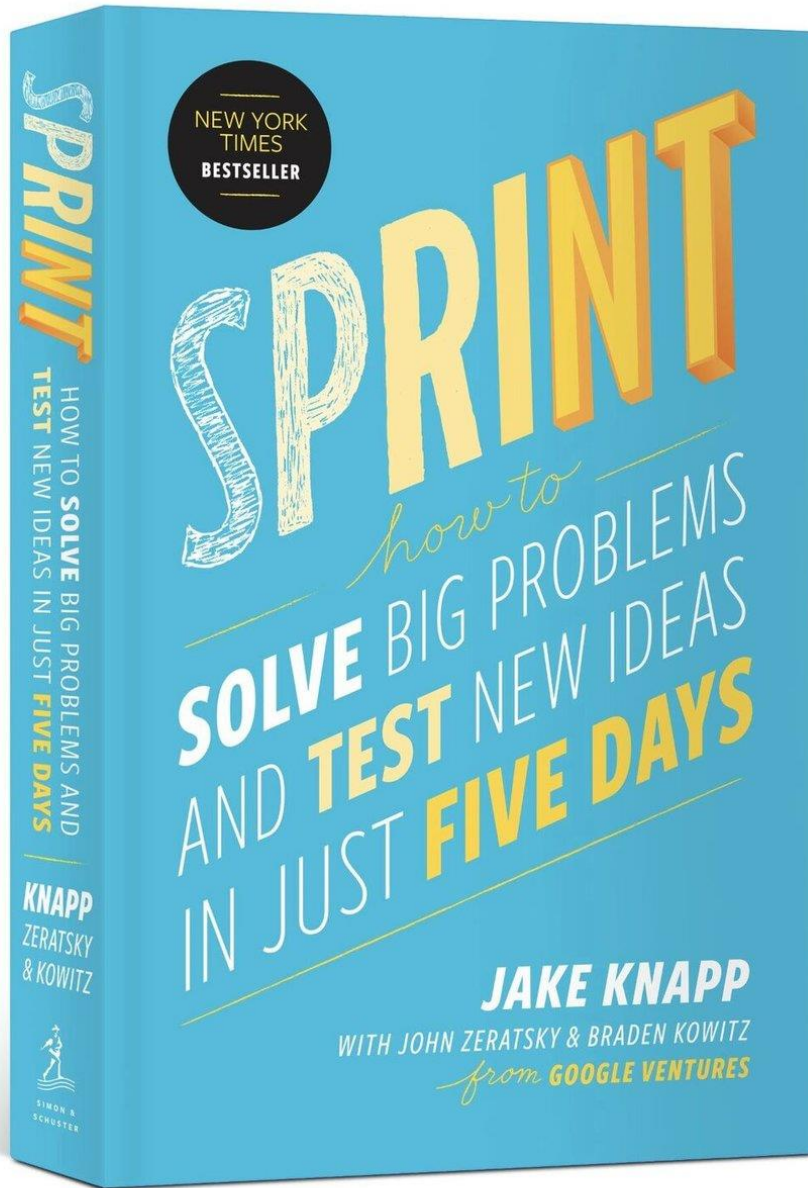
INNOVATION & TRANSFORMATION

To develop Innovation as Sunway's organisational capability to create sustainable competitive advantage.

To allow Sunway Group Business Units and Group Functions to test new ideas and solve problems efficiently in a low risk and low cost manner

To implement the application of innovation tools, methodologies and processes where outcomes will potentially result in Innovation Initiatives/Projects and ultimately delight our customers, drive revenue and optimize costs





HOW DID WE...

APPLY

Design Sprints to solve a problem that had existed for years...in 5 days?

ADAPT

the 5-Day Design Sprint process... to 2 days?

SPREAD

the Design Sprint methodology across **SUNWAY**® ?

SUNWAY™




Google Ventures' Innovation Methodology – Design Sprints



- Developed at **Google Ventures (GV)**
- Incorporates **design thinking, strategy, innovation, and behavioural science.**
- **Applied by >300 GV portfolio start-ups to test new ideas in 5 days at negligible cost** before making expensive investments

Business	Description	Challenge	What was done?	What was achieved?
 SLACK	Business Communication App	How do we communicate our value proposition to non-tech businesses?	Revamped and gamified the new user on-boarding process	Gained market acceptance among non-tech businesses
 BLUE BOTTLE COFFEE	Specialty coffee retailer/ café	How do we bring the BBC experience to more coffee lovers online?	Online store which reflects BBC's values, brand, look and feel	Online store launched 2013 – Doubled Sales and Time on Site
 FITSTAR	Fitness Coaching App	How do we communicate our value proposition to new users?	Perfecting the new-user experience	Acquired by FitBit for \$17.8M in 2015

Design Sprints at **SUNWAY**[®] facilitated by Group IT

Unit	Description	Challenge	What was done?	What was achieved?
<p>IT SHARED SERVICES CENTRE</p> 	<p>Sunway Group's internal IT Service Provider</p>	<p>How Might We bill the right Customer, right User, right Services and right Charges every time?</p>	<p>Prototyped a self-service portal which was validated by 4 users to save time, hassle and stress in the verification process.</p>	<p>FLOE portal rolled out to 170 Sunway entities in May 2018*. Potential to be a marketable service to external customers if combined with analytics.</p>
<p>CHIEF INFORMATION OFFICER'S OFFICE</p> 	<p>Sunway Group's BU IT Heads</p>	<p>How Might We drive our IT vendors to be more competitive and improve their products and services offered to us in a transparent manner across Sunway?</p>	<p>Prototyped a 'TripAdvisor style' vendor performance review portal for IT Heads to compare the quality of products and services provided.</p>	<p>Project VendoRate currently under development by ITSSC. Target roll-out by August 2019.</p>
<p>IT SHARED SERVICES CENTRE</p> 	<p>Sunway Group's internal IT Service Provider</p>	<p>How Might We provide a simplified user experience for the IT ticketing system that addresses both the end user and service desk pain points?</p>	<p>Simplified user interface:</p> <ul style="list-style-type: none"> • Minimal inputs and relatable language • Unified form for all support tickets • Clientele back-end for Service Desk users 	<p>Design Sprint was incorporated at the beginning of Project Clientele with the system development vendor. UAT completed and Target roll-out by Q12019</p>

*Temporary offline due to bug fixing exercise; target to recommence in 2019

Design Sprint @ Sunway: 13 to 17 March 2017

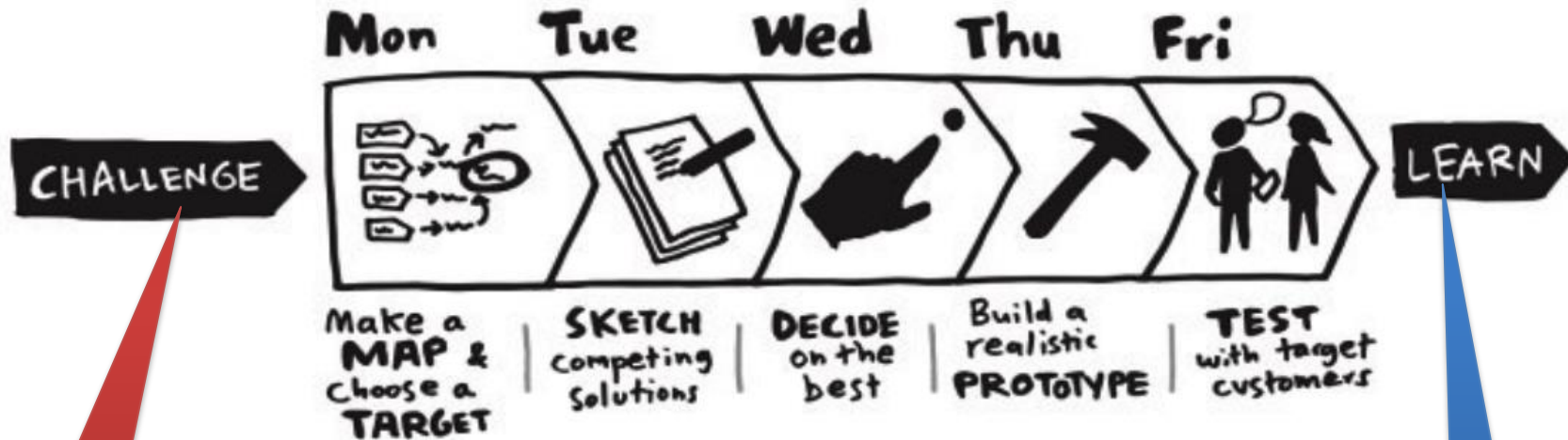
IT Shared Services Centre – Billing verification process

Problem Area

The current billing verification process is **tedious, lengthy, has high discrepancies and disputes**

Issue

Multiple versions of truth, no single transparent interface



HOW MIGHT WE

Bill the right Customer, right User, right Services and right Charges every time?

Self-service portal validated by 4 customers that it is sorely needed and will **save time, hassle and stress** in the verification process

Pre-Sprint Preparations



Venue

Self-learning



Sprint Kit

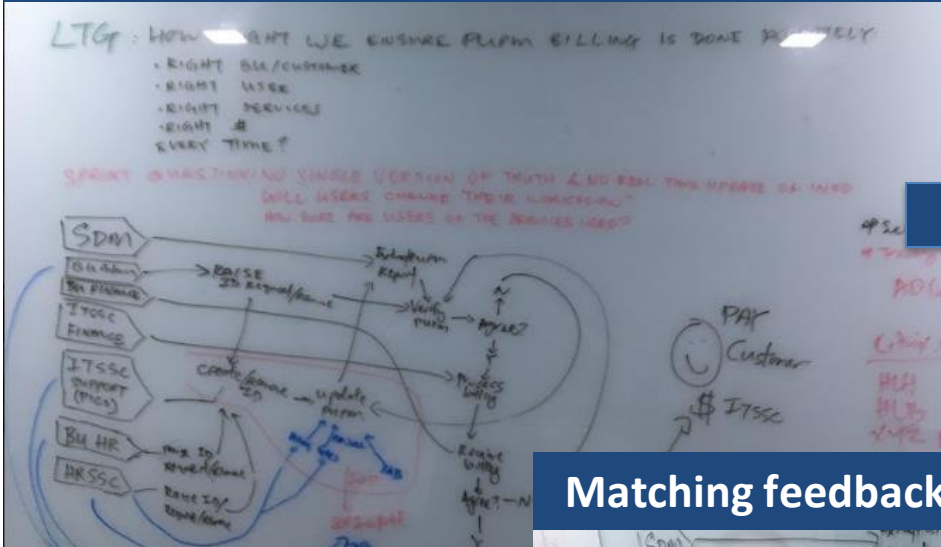


Healthy Meals / Snacks Every Day



Day 1 – Map and Expert Interviews

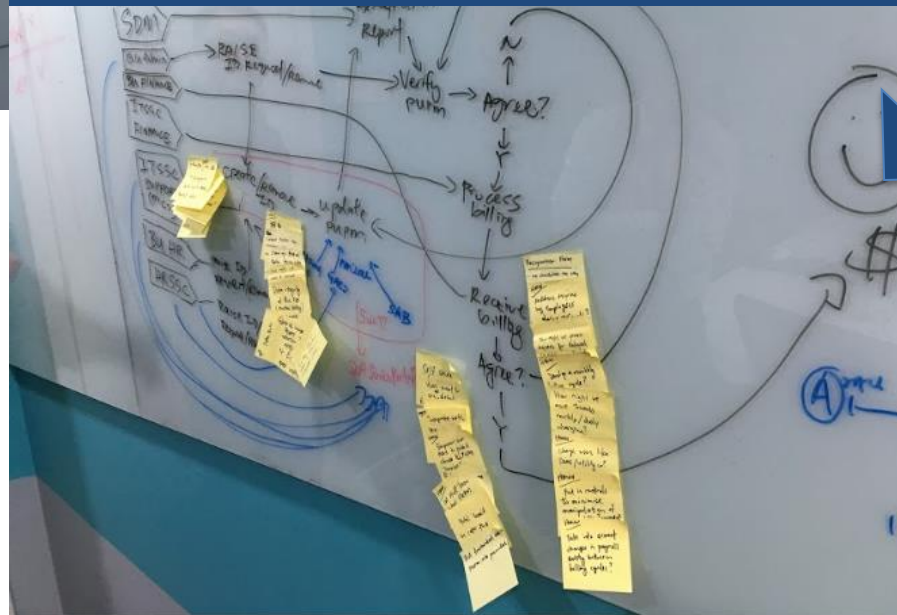
Long Term Goal & Sprint Questions



HMW notes from interview feedback



Matching feedback to map and pick target



Map Process

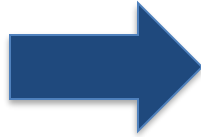
Target: Tedious verification process between ITSSC and customers.

Solution to be worked on: A self-service portal that empowers customers to determine IT service usages and charges accordingly with changes.

Day 2 – Lightning Demos and Sketch

Lightning Demos

- Capture great solutions from a range of companies and industries (AirAsia, Astro, Dell) for inspiration.



Working alone collectively



4-step Sketch

1) self service portal for customer
 in limited access
 2) transparency - pay as u use
 ↳ no argument
 3) single source of truth
 4) offer user choice
 ↳ package base options/add on
 5) Emphasis on users experience
 ↳ easy to use
 ↳ think if you are customer
 use it
 ↳ how wld you wish
 it wld be
 6) Min
 ↳ as
 ↳ se
 ↳ a

Notes

Report page
 ① Info to disclose
 - Total 17 spent by BMC by year selected.
 - Segregate by type of services
 a) CLA
 b) PDP/M
 c) CP
 d) others
 - In yearly format a comparison
 version - details pop up in excel file.
 Billing
 - Total outstanding
 - Due date (with human overrule)
 - Invoice in PDP copy

Ideas



"Crazy 8's"

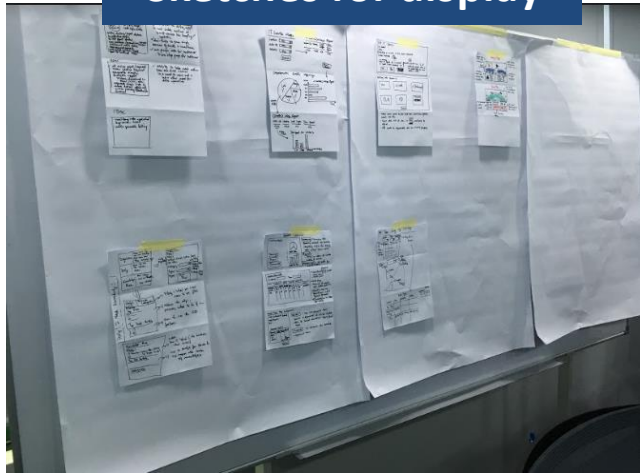
Home
 1. Display all ITSSC product & services in a nutshell
 2. Company profile
 3. The team info.
 4. Man-licensing of latest product / advertisement
 ↳ pull me out bar (mouse over to slide out)
 ↳ auto switch ad/mist materials promoting IT services
 ↳ Quick access (tile layout) to fav. section of the portal. (customizable tile by user)
 ↳ Outstanding amount to bill with deadline (by month/year)

Solution Sketch

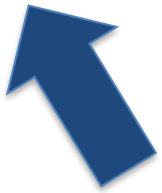
Day 3 – Decide (AM)

Hang up all Solution Sketches for display

Decider Supervotes on solution sketches to prototype



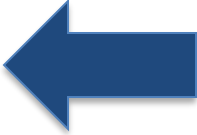
Team reviews silently



Team votes for preferred solution sketch

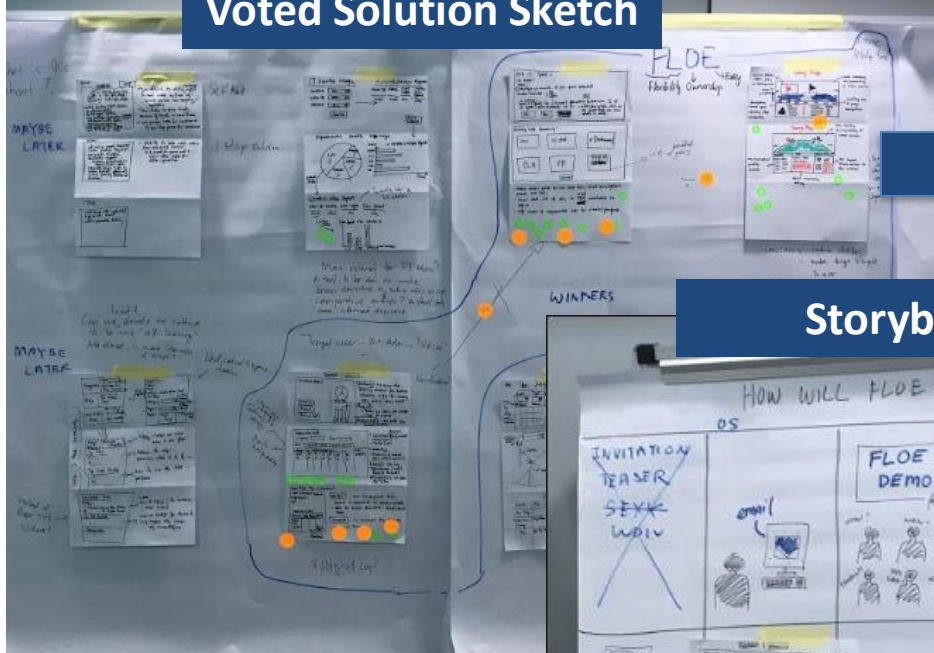


Speed Critique each solution sketch



Day 3 – Storyboarding (PM)

Voted Solution Sketch



Storyboarding



Storyboard

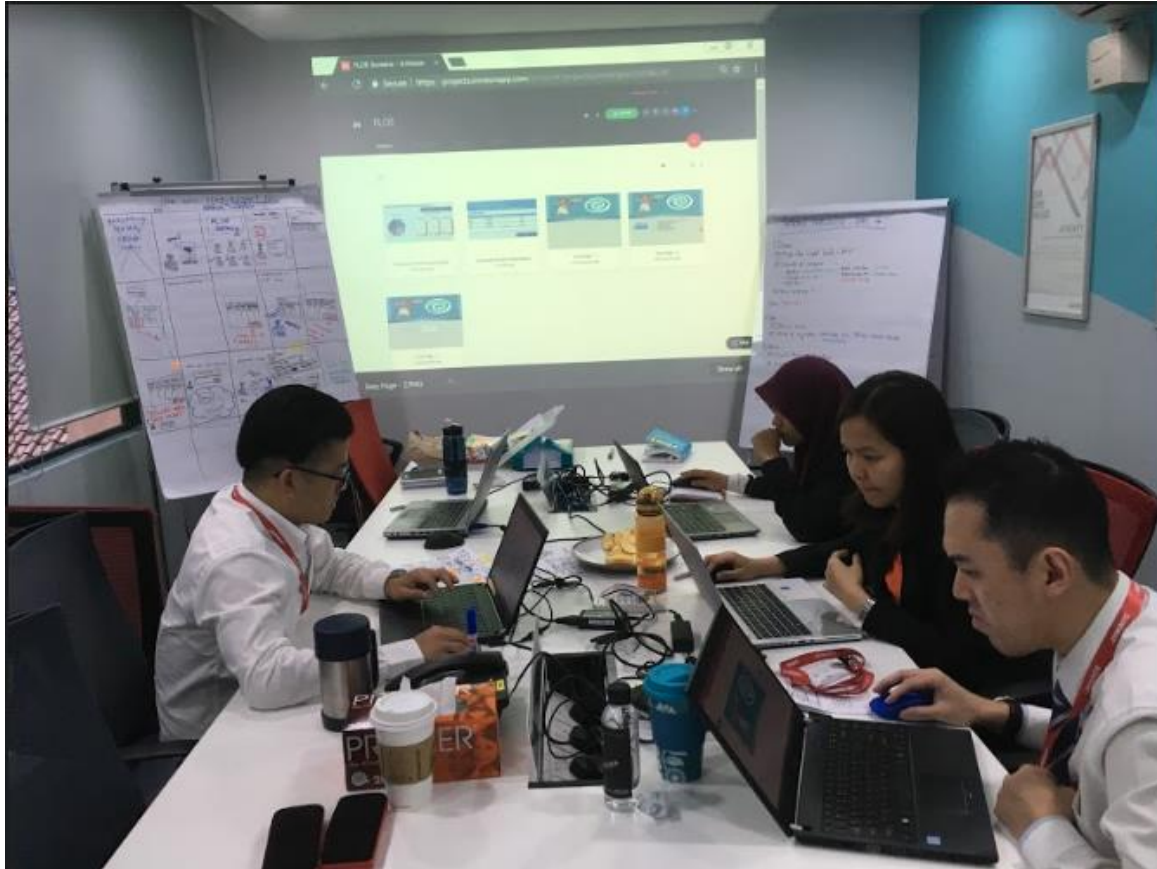


FLOE™
Flexibility | Ownership | Ease of Use

Day 4 – Prototype

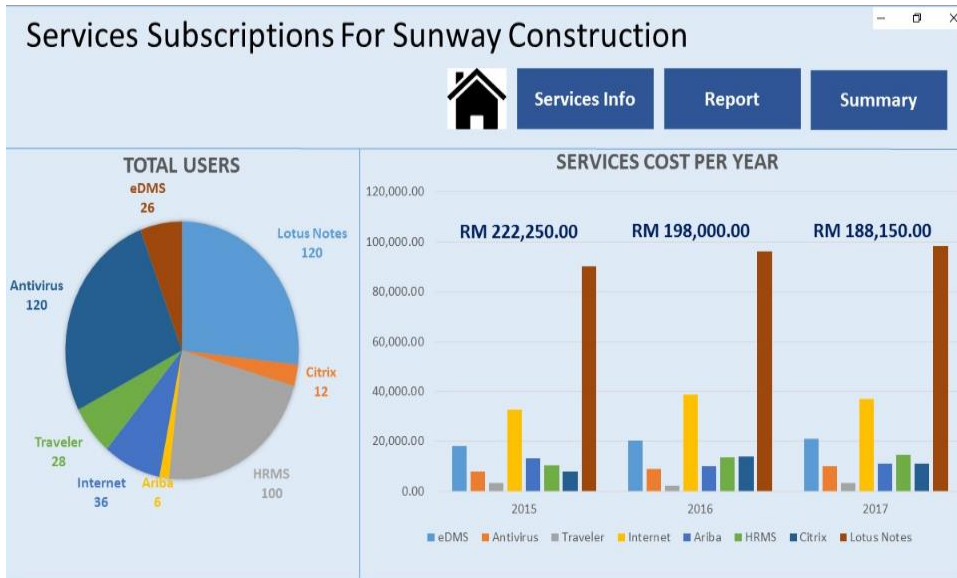
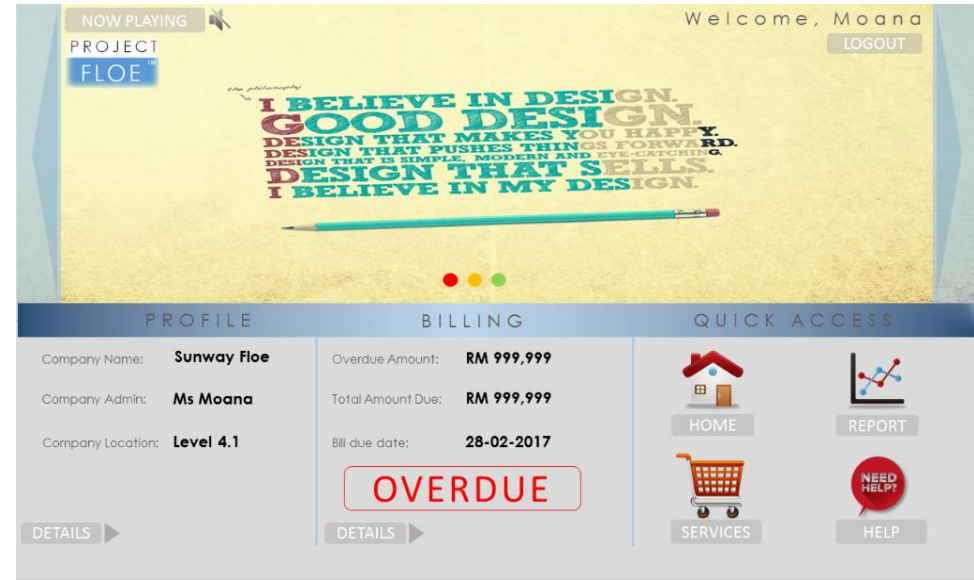
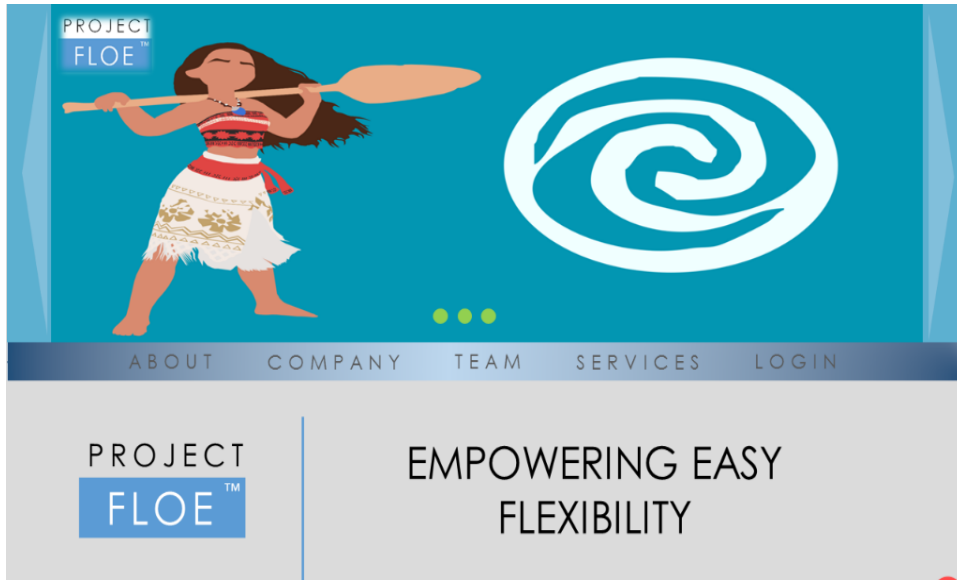
FLOE™

Flexibility | Ownership | Ease of Use



- Prototype mindset – **YOU CAN PROTOTYPE ANYTHING!**
- It just needs to be good enough to be used to learn and test with customers
- Used InVision – Online Cloud collaborative prototyping tool
- Design Sprint team prototyped a mock up self-service portal for FLOE based on storyboard in 1 Day

Day 4 – Prototype Mock Screenshots



Summary PUPM Cost

Business Unit(s): Check All

- ACTIVE RESOURCES SDN BHD
- ADASIA (M) SDN BHD
- ALIGN EQUITY SDN BHD
- DEKON RESOURCES SDN BHD
- DEKON SYSTEMS SDN BHD

Total Cost (RM) : 1331.00

NAME	LOTUS NOTES	INTERNET	CITRIX	ARIBA	BLUEBERRY	EDMS	Remark
Alfreds Futterkiste	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Ana Trujillo Emparedados y helados	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Antonio Moreno Taquería	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Around the Horn	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Blondesdds! père et fils	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bóldo Comidas preparadas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bon app'	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Bottom-Dollar Markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Total	4	4	4	1	0	4	
Total Cost (RM) per Services	260.00	380.00	368.00	116.00	0	272.00	

Submit

Day 5 – Test with Users

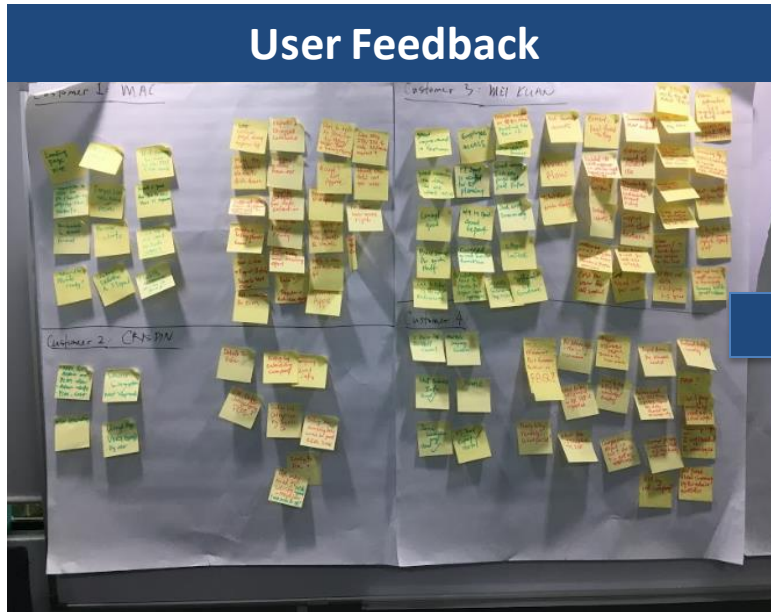
Observation Room



5 User Interviews



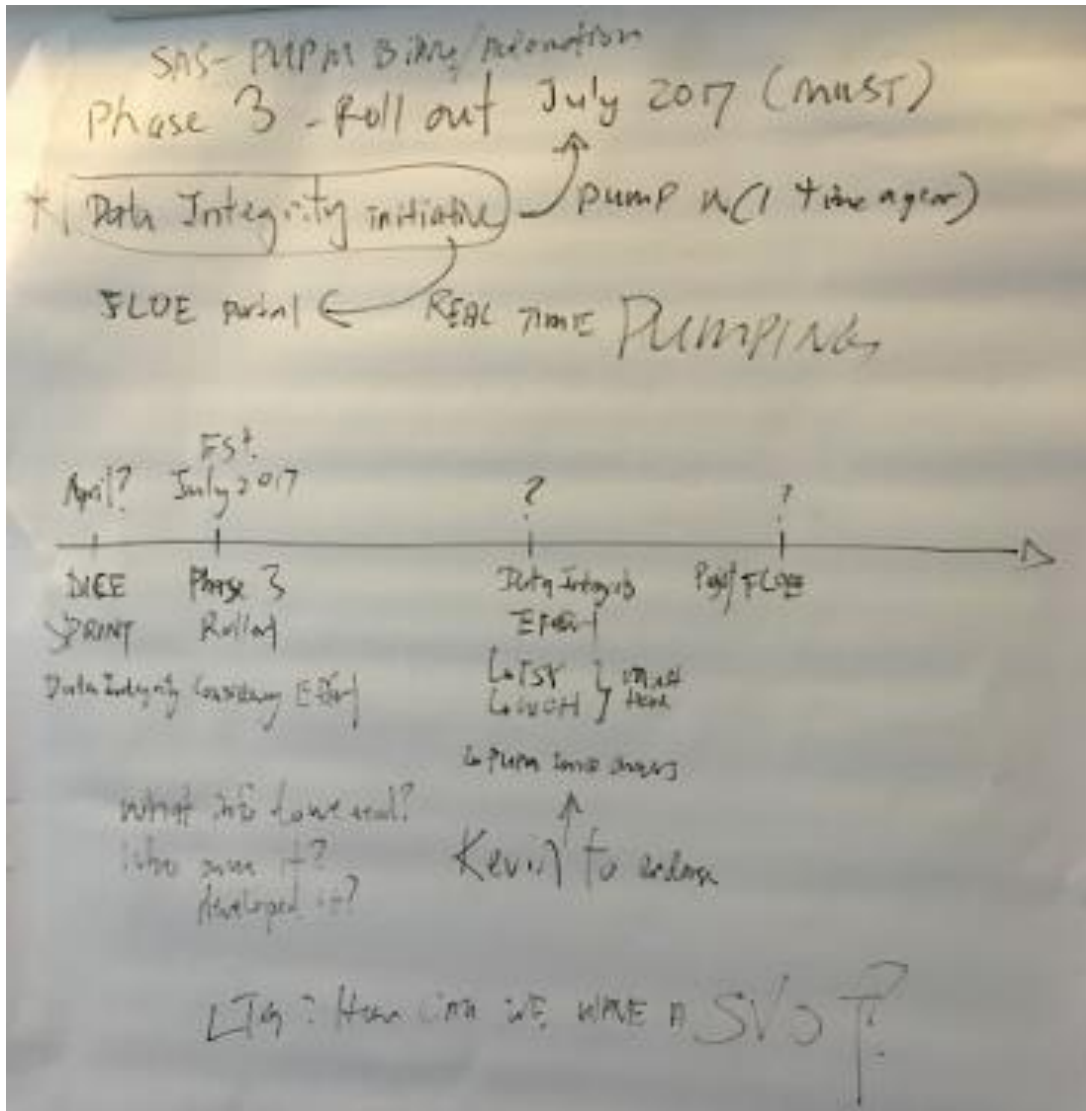
User Feedback



User Feedback Pattern Grouping



By the end of Day 5...



- ✓ **Validation** – Users needed and wanted FLOE
- ✓ **Implementation** – ITSSC lead development and implementation of FLOE
- ✓ **Supporting Initiative** – Data Integrity Initiative to ensure that FLOE draws from a **“Single Version of Truth”** database for both ITSSC and BUs/Group Functions

FLOE Portal – Outcome and Estimated Benefits

FLOE™

Flexibility | Ownership | Ease of Use

Sample User Interface screens

**LIVE on
20 APRIL 2018!**

**Rolled Out to
170 entities by
mid-May 2018**

BU Name	Total ID	Total (RM)	Total (RM)	Total (RM)	Total (RM)	Total (RM)	Total (RM)	Total (RM)	Total (RM)	Total (RM)	Total (RM)	Total (RM)	Total (RM)	Total (RM)	Total (RM)		
SUNWAY CONSTRUCTION SDN BHD	92	6,329.60	47	3,290.00	286	17,160.00	47	2,585.00	47	3,102.00	92	7,084.00	47	2,589.02	450	26,946.00	69,045.62
SUNWAY CREATIVE STONES SDN BHD	0	0.00	0	0.00	2	120.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	120.00
SUNWAY ENGINEERING SDN BHD	12	825.60	3	210.00	8	480.00	3	165.00	3	198.00	12	624.00	3	163.98	78	4,670.64	7,637.22
SUNWAY GEOTECHNICS (M) SDN BHD	11	756.80	4	280.00	16	960.00	4	220.00	4	264.00	11	847.00	4	216.64	50	2,994.00	6,540.44
SUNWAY MACHINERY SDN BHD	0	0.00	0	0.00	2	120.00	0	0.00	0	0.00	0	0.00	0	0.00	1	59.88	179.88
SUNWAY ENGINEERING SDN BHD (ABU DHABI BRANCH)	0	0.00	0	0.00	2	120.00	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00	120.00
Count: 6	115	7,912.00	3,780.00	316	18,960.00	54	2,970.00	54	3,564.00	115	8,855.00	54	2,951.64	579	34,670.52	Grand Total: 83,663.16	

Division Matrix	Payroll Company	Name IC	ID Name	Short Name	Service Name	Company to Bill	Justification
<input checked="" type="checkbox"/>	SWC - BUILDING M'SIA	SUNWAY CONSTRUCTION SDN BHD	MOHD HAFIZ BIN ALI	Mohd Hafiz Ali/SunwayBerhad/Sunway	mhafiz	EAV	SUNWAY CONSTRUCTION SDN BHD
<input checked="" type="checkbox"/>	SWC - SOUTHERN REGION	SUNWAY CONSTRUCTION SDN BHD	KRISHNAN A/L RAJA GOPAL	Krishnan Raja Gopal/SunwayBerhad/Sunway	krishnang	EAV	SUNWAY CONSTRUCTION SDN BHD
<input checked="" type="checkbox"/>	SWC - HQ	SUNWAY CONSTRUCTION SDN BHD	CLARENCE YONG LOK HWANG	Clarence Yong Lok Hwang/SunwayBerhad/Sunway	clarenceyh	EAV	SUNWAY CONSTRUCTION SDN BHD
<input checked="" type="checkbox"/>	SWC - CIVIL	SUNWAY CONSTRUCTION SDN BHD	MD AZRAEL BIN MOHD MARZUFI	Md Azrael Mohd Marzubi/SunwayBerhad/Sunway	marzabim	EAV	SUNWAY CONSTRUCTION SDN BHD
<input checked="" type="checkbox"/>	SWC - BUILDING M'SIA	SUNWAY CONSTRUCTION SDN BHD	VIJAYAN VARMAH A/L VIVEKANANDA	Vijayan Varma/SunwayBerhad/Sunway	vivekanand	EAV	SUNWAY CONSTRUCTION SDN BHD
<input type="checkbox"/>	SWC - BUILDING M'SIA	SUNWAY CONSTRUCTION SDN BHD	MD YAZID BIN MD SALLEH	Md Yazid Md Saleh/SunwayBerhad/Sunway	myazidms	EAV	SUNWAY CONSTRUCTION SDN BHD
<input type="checkbox"/>	SWC - CIVIL	SUNWAY CONSTRUCTION SDN BHD	TANI ROU JIN	Tan Rou Jin/SunwayBerhad/Sunway	tanrj	EAV	SUNWAY CONSTRUCTION SDN BHD
<input type="checkbox"/>	SWC - BUILDING M'SIA	SUNWAY CONSTRUCTION SDN BHD	CHOW PENG LUN	Chow Peng Lun/SunwayBerhad/Sunway	chowpl	EAV	SUNWAY CONSTRUCTION SDN BHD
<input type="checkbox"/>	SWC - SWC MACHINERY	SUNWAY CONSTRUCTION SDN BHD	NUR SYAZWANI BT SAHUSUDIN	Nur Syazwani Sahudin/SunwayBerhad/Sunway	nursyazwans	EAV	SUNWAY CONSTRUCTION SDN BHD

Quantitative benefits:

- Estimated **time-cost saved** at ITSSC's Service Delivery Team – **RM20,000**
- Time saved on following tasks
 - Generation of Reports for Sunway BUs
 - Tedious verification of individual reports

Qualitative benefits:

- Improve workflow efficiency
- Reduce ambiguity
- Transparency and avoid overpaying
- Historical records for reference
- Improved visibility for better planning

Design Sprint @ Sunway: 24-28 July 2017

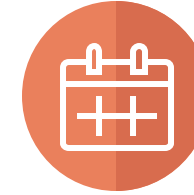
Sunway iLabs' 12-Week Accelerator Programme



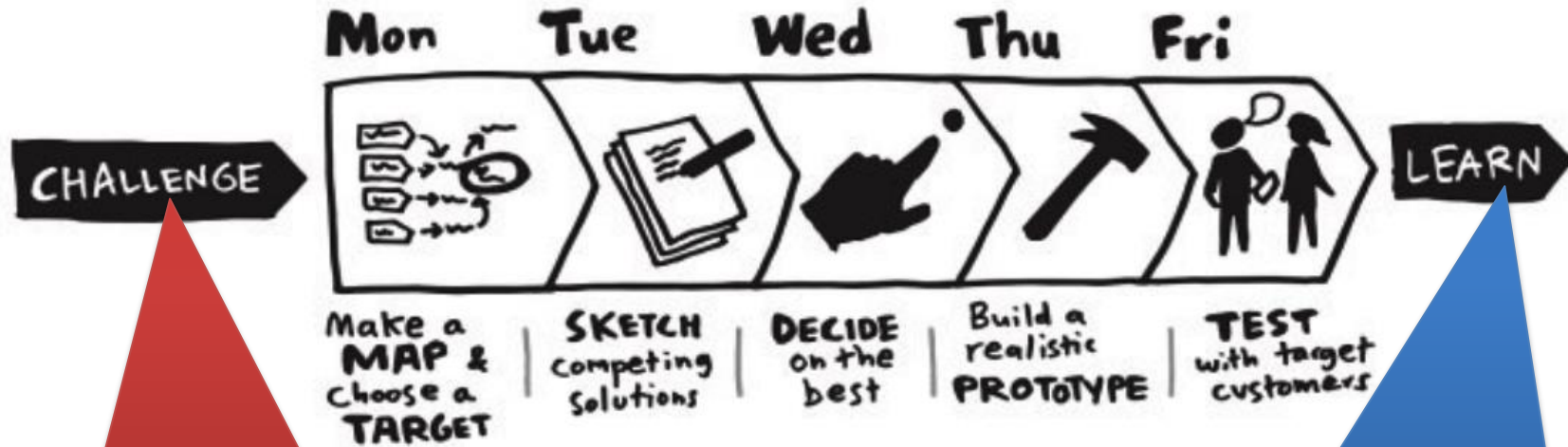
6 START UPS



6 CHALLENGES



5 DAYS



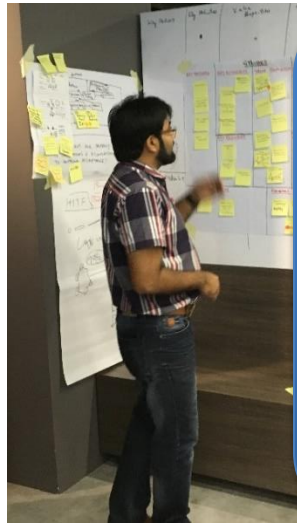
How Might We...

- Improve customer acceptance
- Build our brand and values
- Communicate our value proposition

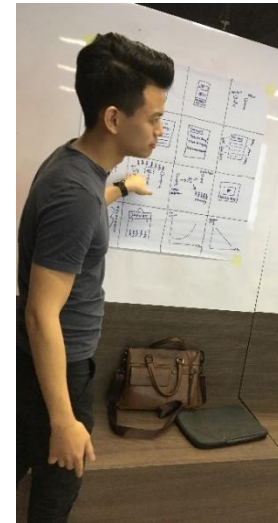
- Clearer focus on critical challenge
- Validated prototype with users
- Gained feedback for next iteration

Design Sprint @ Sunway: 24-28 July 2017

Sunway iLabs' 12-Week Accelerator Programme



*"It sped up the whole process (of coming up with my brand communication strategy) and made my direction clearer."
-Lim Wen Kaii, Co-founder, 97Bros*



*"The set up of the environment is good and having the freedom to test out ideas critically. Enjoyed the sketching and prototyping sessions."
-Jamie Ooi, Vecron*



*"The design sprint help us in finding our focus and making it easier for us to look into the big picture. We gained lots of valuable feedbacks & insights and helped getting closer to our goal (to launch and build our user base)."
-Foong Chee Yung, Founder, Surrounding Us,*



But...



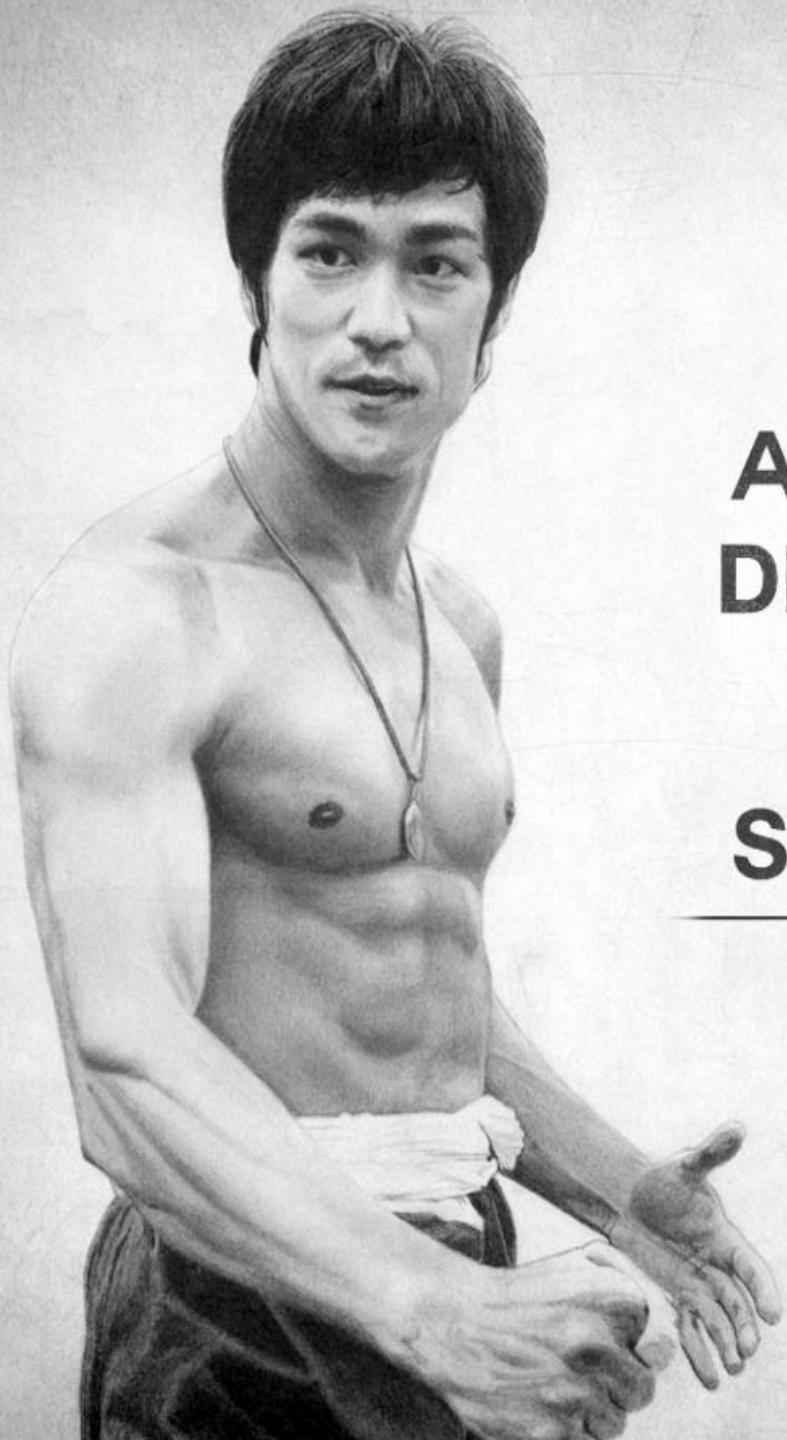
5 days was “too long”!



Lightning Demos still not divergent enough



Pockets of idle time



**ABSORB WHAT IS USEFUL,
DISCARD WHAT IS USELESS
AND ADD WHAT IS
SPECIFICALLY YOUR OWN.**

-BRUCE LEE-

How we adapted the GV Model Design Sprints

**DAY 1 OUTCOME:
VOTED SOLUTION SKETCH**

**DAY 2 OUTCOME:
VALIDATED PROTOTYPE**



**Before Design Sprint:
Pre-engagement Session**



**User Test – Group Q&A
style format**



**Lotus Blossom ideation
technique**

Design Sprint @ Sunway: 11 to 12 June 2018

Project VendoRate: Vendor Performance Review Portal

Problem Area

The current vendor management performance process is **not robust, did not allow for timely comparison and effective evaluation of vendors**

Issue

Substandard vendors being selected in different projects across the Group



HOW MIGHT WE

Drive our vendors to be **more competitive** and **improve their products and services** offered to us in a transparent manner across the Group?

Establish a 'TripAdvisor style' vendor performance review portal for IT Heads to rate, compare and measure the quality of products and services provided by vendors

Project VendorRate Design Sprint – 2 day Agenda

2-3 hours **PRE-ENGAGEMENT SESSION** to understand pain points, map process, refine sprint challenge and choose target

Day 1

- 0930 – Intro
- 0940 – Process Map
- 1010 – **LOTUS BLOSSOM**
- 1110 – BREAK
- 1130 – 4-step Sketch
- 1300 – Lunch
- 1400 – Sticky Decision
- 1530 – END

**DAY 1 OUTCOME:
VOTED SOLUTION SKETCH**

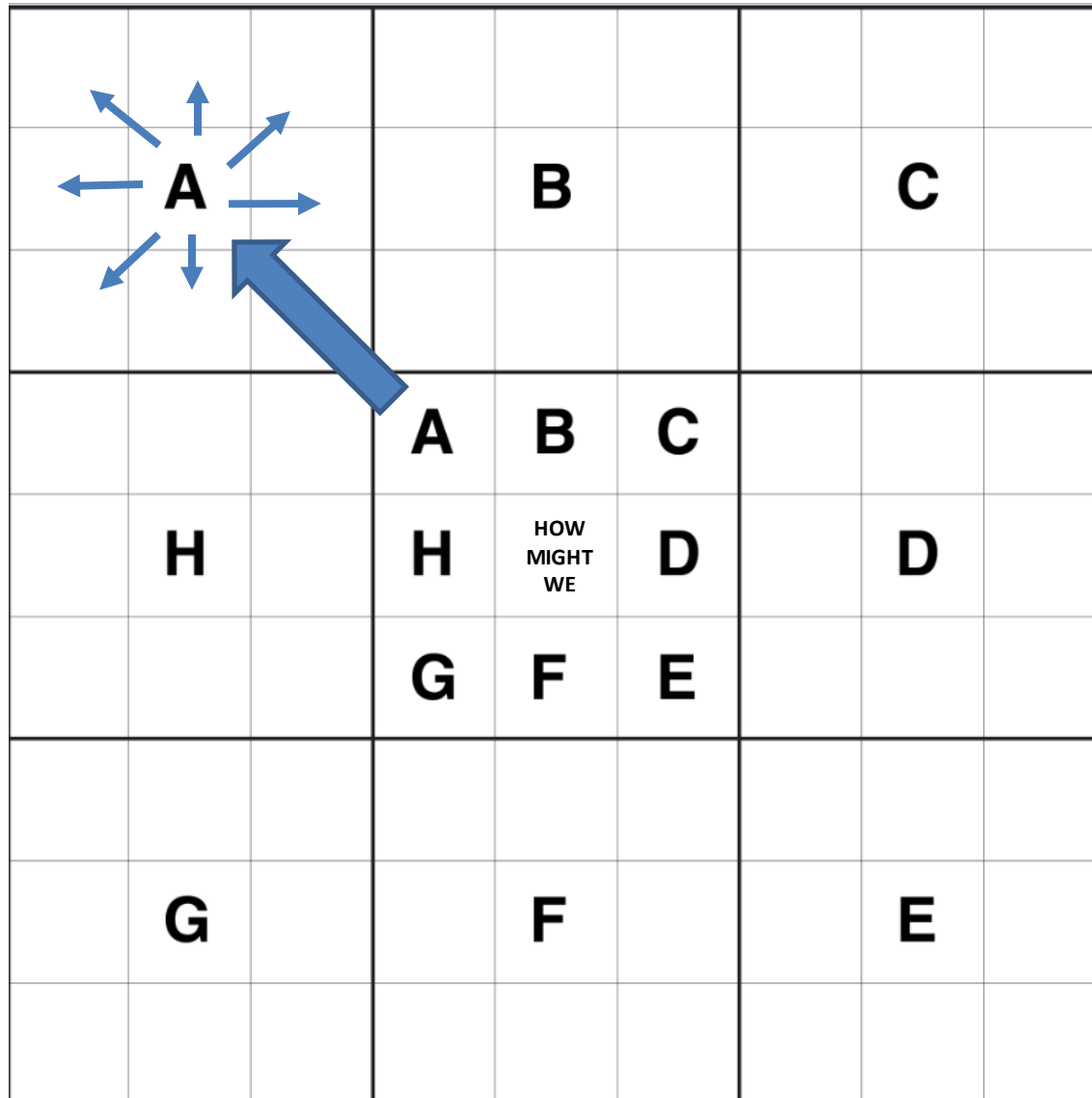
Day 2

- 0930 – Quick Recap
- 0940 – Storyboarding
- 1040 – BREAK
- 1100 – Prototyping
- 1300 – Lunch
- 1400 – Testing with Users
- 1530 – Feedback & Next Steps
- 1600 – END

**DAY 2 OUTCOME:
VALIDATED PROTOTYPE**

Lesson learned – Ended too early on Day 1, but Day 2 was a bit rushed

Lotus Blossom Ideation Technique



1. Centre – **HMW Sprint Challenge**
2. Generate **8 core idea categories** around that challenge
3. Open up the lotus petals – **A to A, B to B, and so forth.**
4. Make it **BLOOM** - generate **eight interesting and creative ideas** all related to the center idea.
5. There will be **64 ideas** by the end of this exercise.

Project VendoRate Design Sprint In Action



PROCESS MAP



4-STEP SKETCH



STICKY DECISION



STORYBOARDING



**STORYBOARDING TO
PROTOTYPING**



USER INTERVIEW

Adjusting the 2 day Design Sprint agenda further

2-3 hours **PRE-ENGAGEMENT SESSION** to understand pain points, map process, refine sprint challenge and choose target

Day 1

- 0930 – Intro
- 0940 – Process Map
- 1010 – **LOTUS BLOSSOM**
- 1110 – BREAK
- 1130 – **3-step Sketch**
- 1300 – Lunch
- 1400 – Sticky Decision
- 1530 – BREAK
- 1550 –
- 1700 – END

**DAY 1 OUTCOME:
VOTED SOLUTION SKETCH**

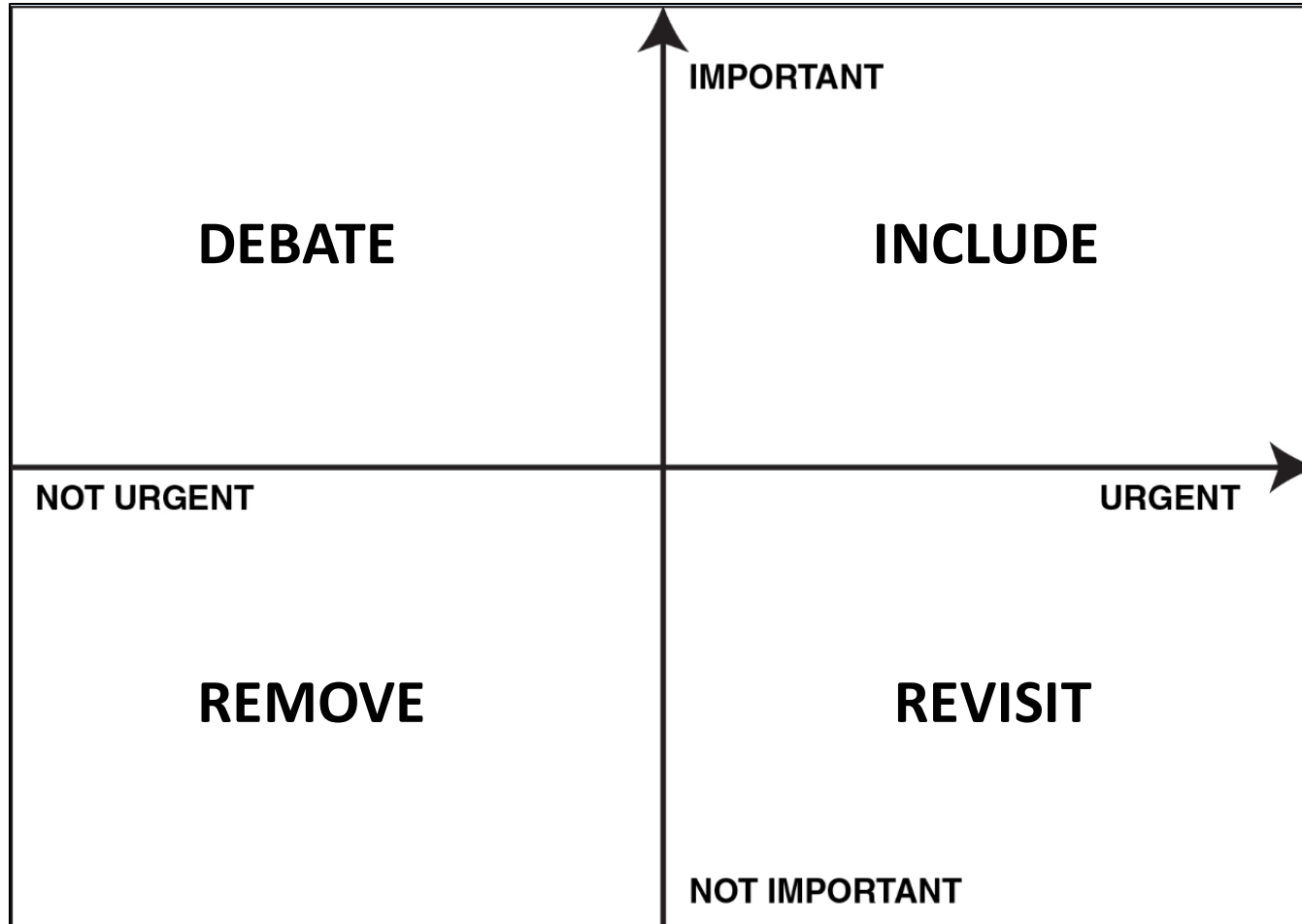
Day 2

- 0930 – Quick Recap
- 0940 – **Storyboarding**
- 1040 – BREAK
- 1100 – Prototyping (cont'd)
- 1300 – Lunch
- 1400 – Testing with Users
- 1530 – Feedback & Next Steps
- 1600 – END

**DAY 2 OUTCOME:
VALIDATED PROTOTYPE**

Lotus Blossom's missing link – Prioritization

Eisenhower Matrix



- How important or impactful is your idea to the Sprint Challenge? **Is it CRITICAL to achieving your goals?**
- How urgent is it? Must it be done soon? Can it be done soon?
- **Paste the ideas on Post It Notes in the appropriate boxes**

Design Sprint @ Sunway: 20 to 21 September 2018

Project Clientele: Reimagining the IT Support Ticketing system

Problem Area

The current IT support ticketing system is very **cumbersome** and **not user-friendly**

Issue

Low user satisfaction in terms of IT support and ease of raising tickets



HOW MIGHT WE

provide a simplified user experience for the IT ticketing system that addresses both the end user and service desk pain points?

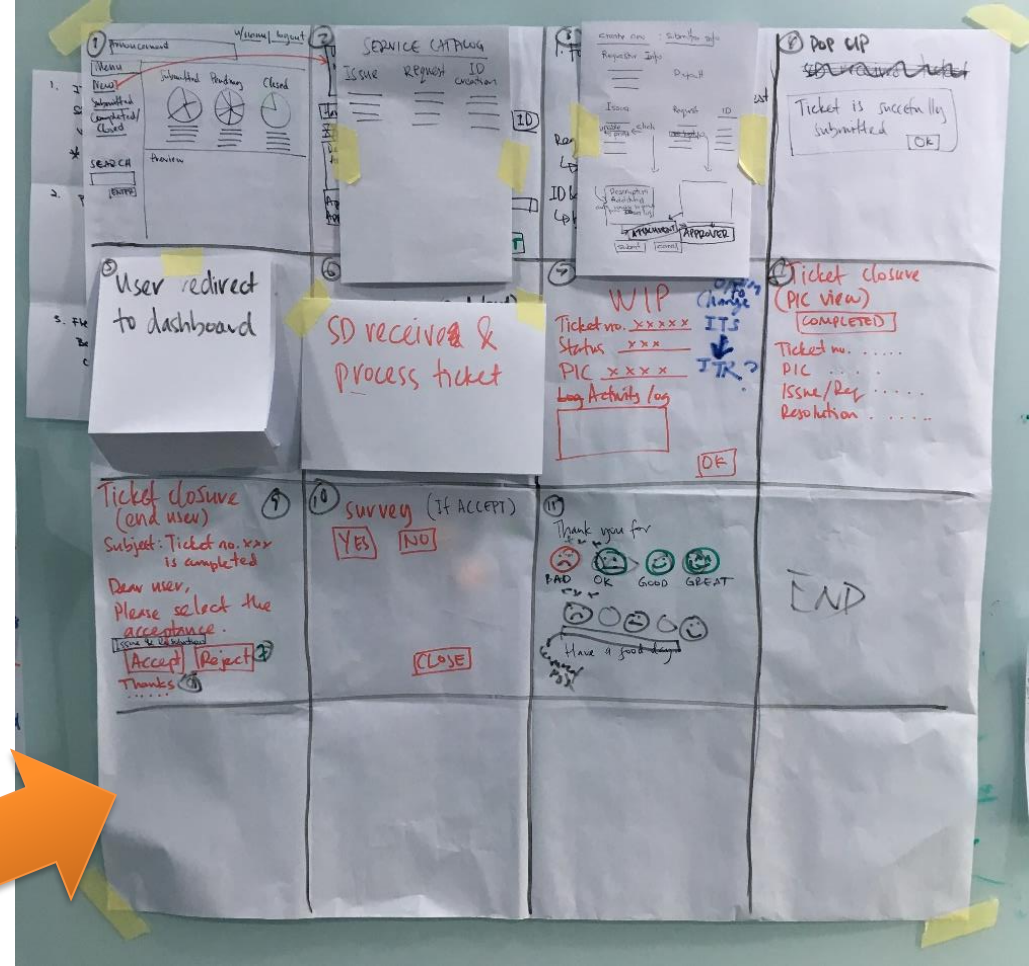
- Provide a “humanized” user interface with
- minimal inputs and relatable language for end-users
- Unified form for all support tickets
- Clientele back-end for Service Desk users

Project Clientele Design Sprint in action

**LOTUS
BLOSSOM
IDEATION**

**4-STEP
SKETCH &
STICKY
DECISION**

**STORY
BOARDING**

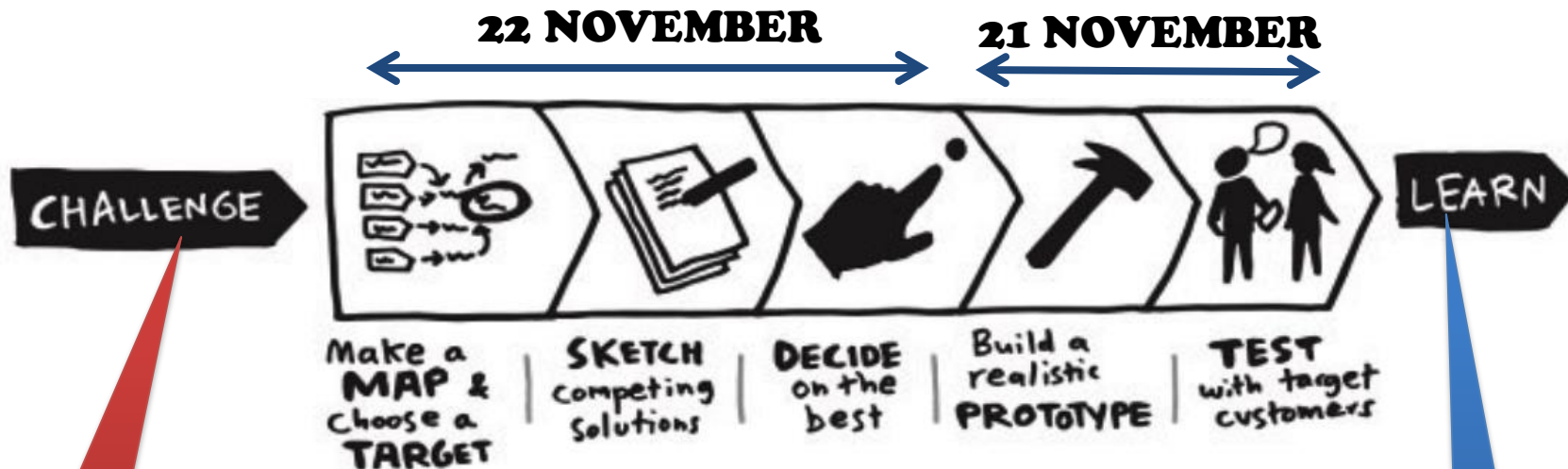


Problem Areas

IT inventory figures are not accurately reflected in the system.
High degree of manual intervention in the process flow.

Issues

The team receives multiple information from different sources.
BUs do not comply to recommended SOPs

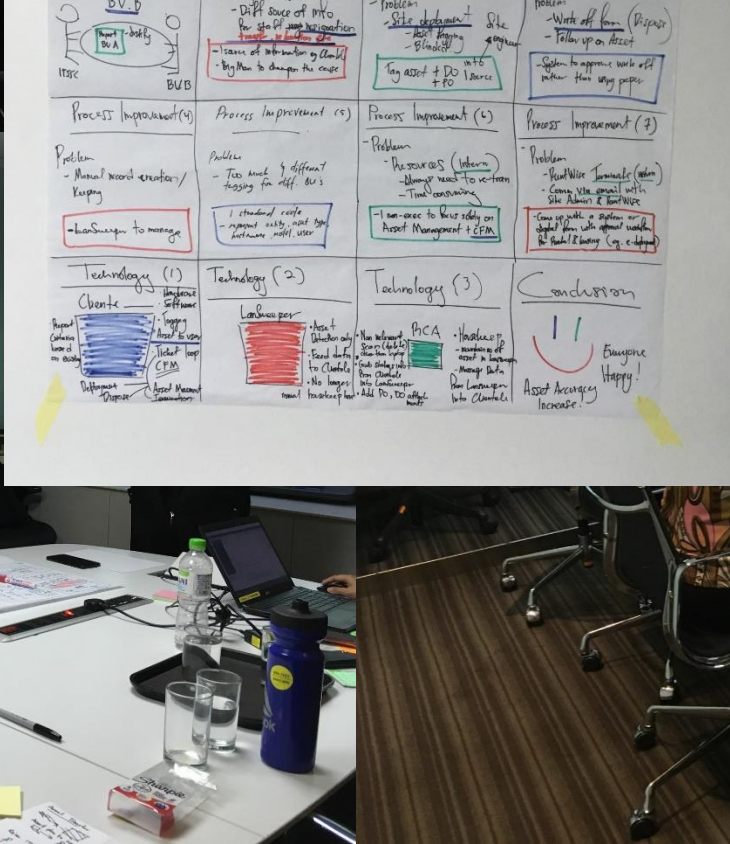
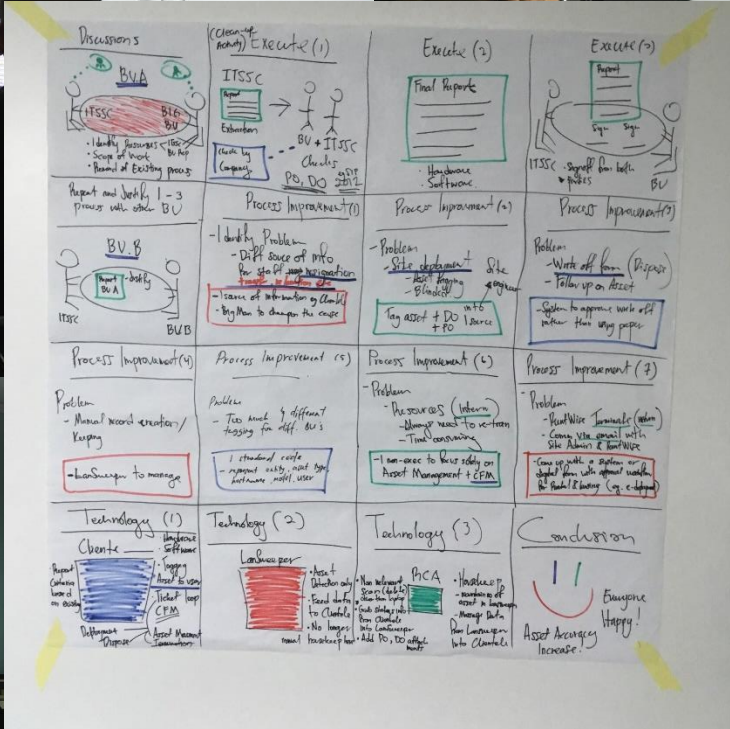


HOW MIGHT WE

ensure that IT inventory figures are reflected accurately with minimal manual intervention?

3-step IT Inventory Process revamp:

1. Data Clean-up with BUs
2. Process Improvement – to ensure Single Source of Truth
3. Technology Implementation – RCA



Design Sprint 22-23 April 2019 – Snapshots

HOW MIGHT WE create a product offering with a highly compelling value proposition to “first jobbers”?

DAY 1



SURVEY RESULTS BRIEING



**CUSTOMER
JOURNEY
MAPPING**



**LOTUS BLOSSOM
IDEATION &
PRIORITISATION**



**SOLUTION SKETCH &
DECISION**



STORYBOARDING

DAY 2



PROTOTYPING



DEMO + USER TESTING + FEEDBACK GATHERING

Design Sprint 29-30 May 2019 – Snapshots

HOW MIGHT WE maximise our customer lifetime value and incentivise our customers to choose Sunway properties and related products and services?

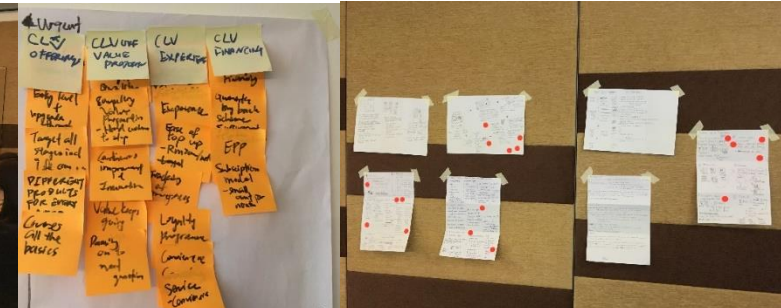
DAY 1



CUSTOMER JOURNEY MAPPING

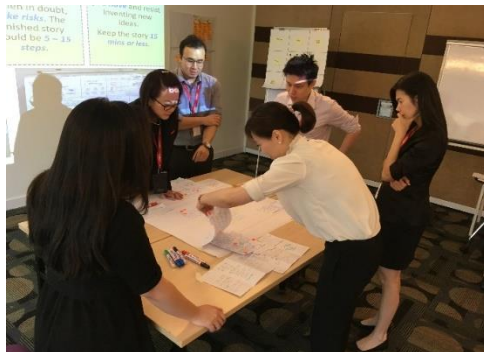


LOTUS BLOSSOM IDEATION & PRIORITISATION



SOLUTION SKETCH & DECISION

DAY 2



STORYBOARDING



PROTOTYPING



DEMO + TESTING + FEEDBACK GATHERING

Nurturing a Progressive Sunway Workforce for the Digital Era

Design Sprint Training Workshop to spread awareness

Google VENTURES' DESIGN SPRINT 2-DAY INTRODUCTORY WORKSHOP

1 WHAT IS DESIGN SPRINT? A RAPID & STRUCTURED STEP-BY-STEP METHOD THAT TAKES A TEAM FROM A FORMULATED CHALLENGE TO BUILDING SOLUTIONS BY PROTOTYPING



2 KEY TAKEAWAYS FROM DESIGN SPRINTS

- Build Ideas from Scratch to Story
- Creatively Develop Solutions to Address Business Challenges
- Accelerate Learning About What Solution Works & What Doesn't. "Fail Fast, Fail Often"
- Reduce Time Wastage in Discovering Solutions
- Build Alignment & Momentum from a Cross-functional Team
- Understand the Needs of Real Customers

3 DESIGN SPRINTS @ SUNWAY BY GROUP IT

IT SHARED SERVICES CENTRE

used Design Sprint to re-engineer Billing & Verification Process

SELF-SERVICE FLOE PORTAL that eliminates errors, saves time, hassle & stress in the verification process

JOIN THIS 2-DAY IMMERSIVE AND HANDS-ON WORKSHOP TO LEARN THE TOOLS & TECHNIQUES OF THE SAME PROVEN, STRUCTURED FRAMEWORK THAT HAS BEEN USED BY **UBER, FACEBOOK, PRUDENTIAL INSURANCE (AND MORE)** TO DESIGN, PROTOTYPE AND VALIDATE SOLUTIONS

3 & 4 APRIL 2018

RM450/PAX

EG1 - EG7



- Inter-group function collaborative effort
- Spreading the innovation methodology used at one of the world's most innovative companies – Google
- Reskilling and nurturing our talent with the innovation mindset for the digital era
- Participant feedback:

Good framework to create meaningful solutions.

Learned to frame the correct problem before creating solutions.

Creativity can be delivered using a methodology as the focus is on the objective and problem solving.



Key Takeaways



Before

- Pre-engagement session
- Obtain commitment from stakeholders and participants
- Narrow down pain-points and Sprint Challenge

During

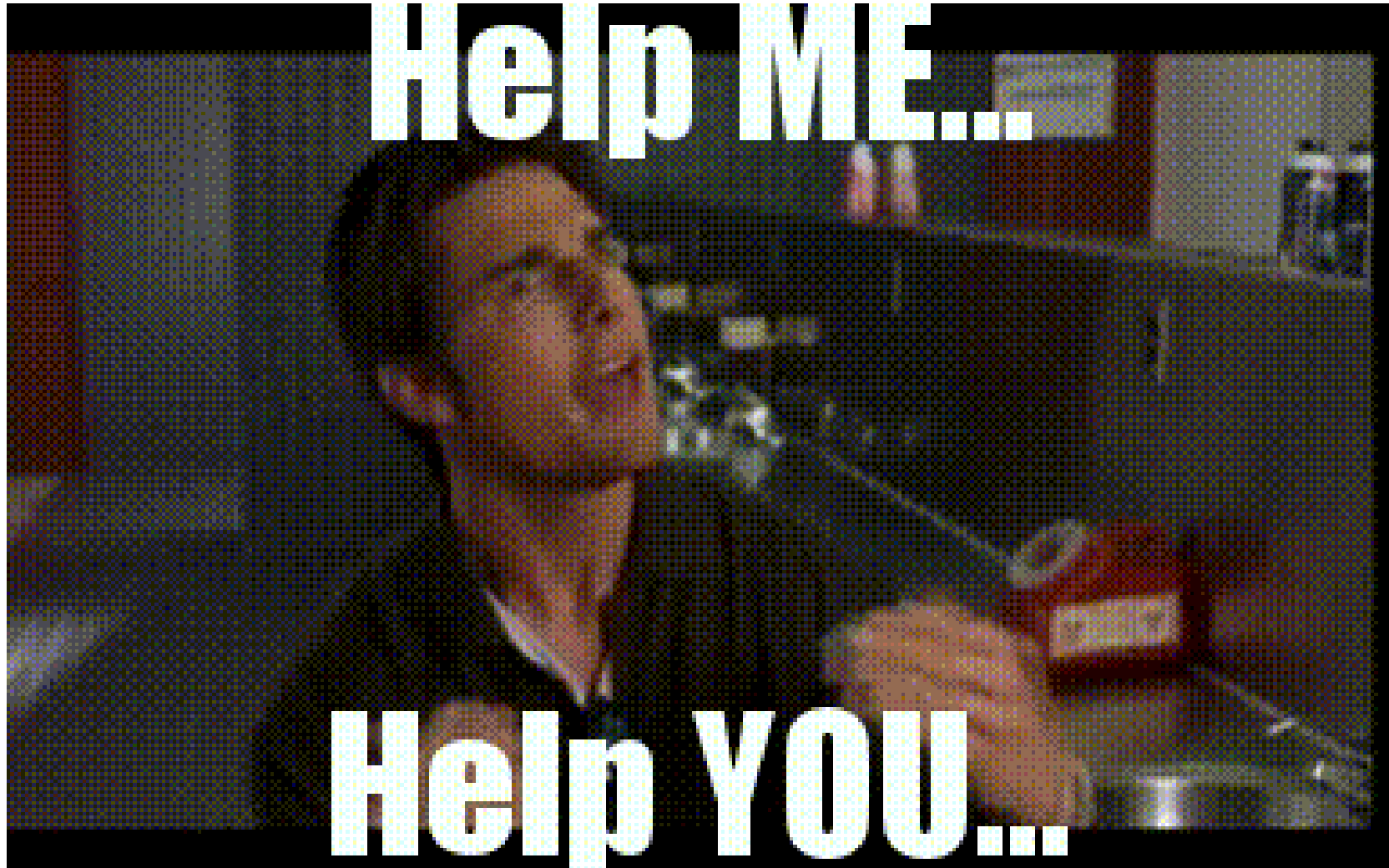
- Coach/Facilitator role
- Maintain high energy and enthusiasm
- Stick to the schedule!

After

- Incorporate user feedback for prototype refinement
- Update stakeholders, obtain approval
- PUSH to make it happen!

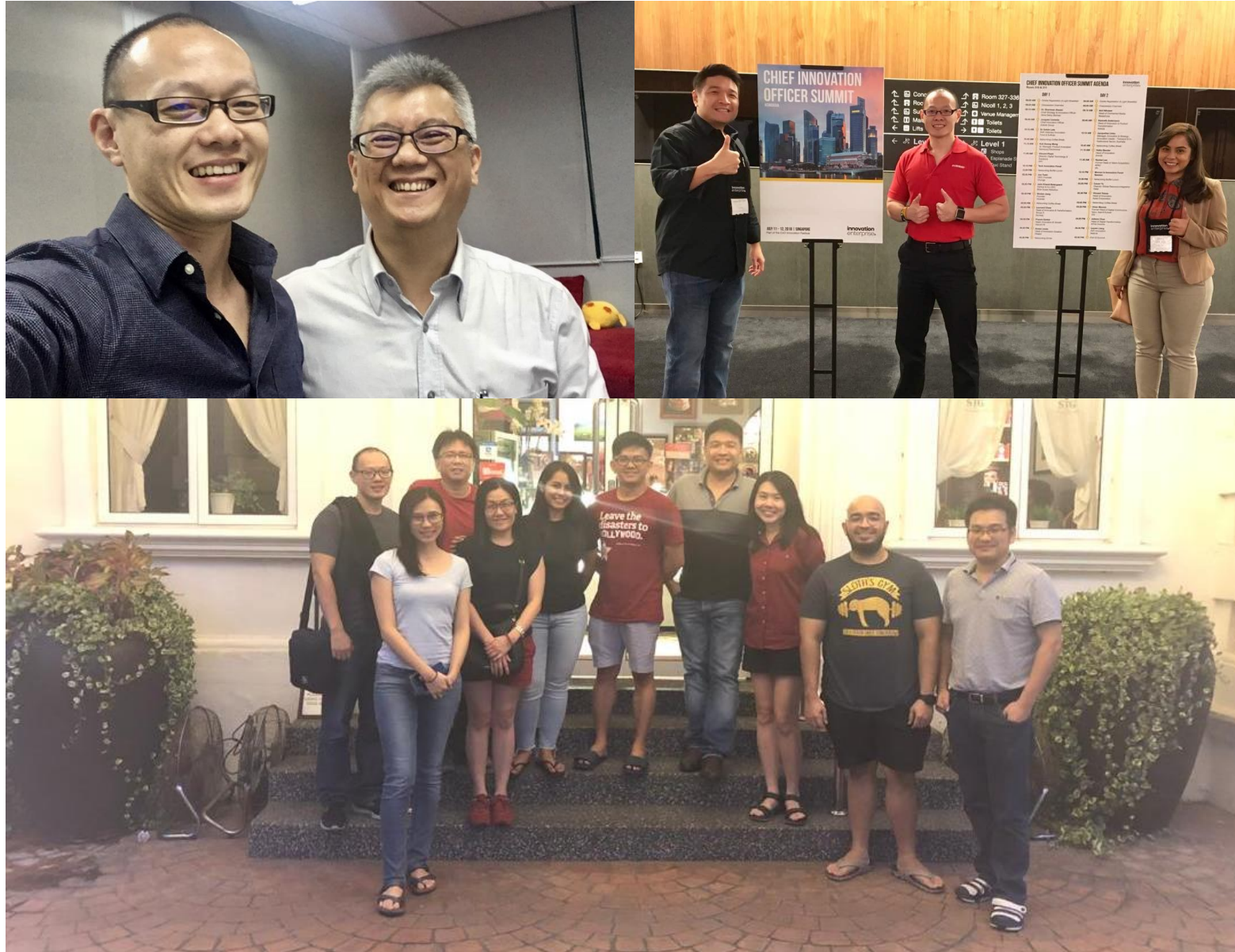


We are not the ones with all the great ideas or answers, but...



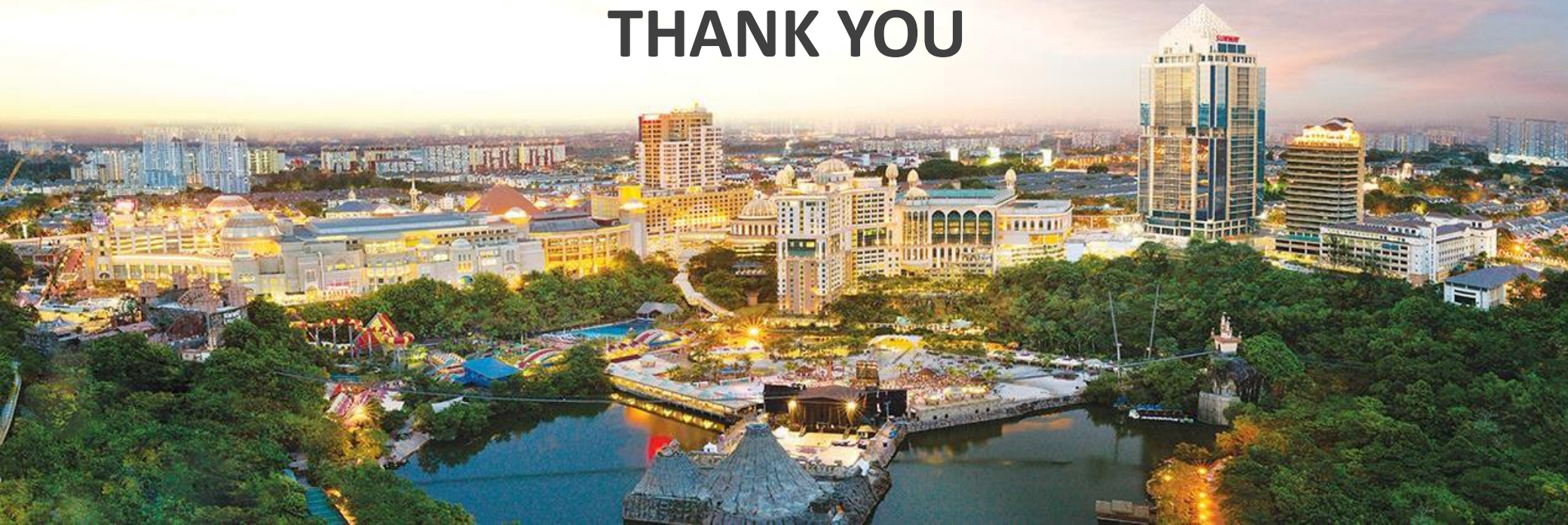
....find your solution together – **AS A TEAM!**

My Story continues...ONWARD!



SUNWAY®

THANK YOU



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