



## **Delivery Results**

GBS must deliver concrete results to earn credibility and funding to drive further transformation. Key aspects include:

### **Secure Executive Mandate**

- Obtain CEO & C-suite endorsement for GBS strategy and resources required.
- Ensure continued support by maintaining close engagement with leadership.

### **Effective Governance**

- Establish clear policies and guidelines for moving work and budgets to GBS.
- Set up governance forums for business units and GBS to collaboratively solve issues.

### **Disciplined Execution**

- Break strategy into executable steps and track progress rigorously.
- Course correct quickly if execution slows or deviates from plan.

### **Transparency**

- Maintain complete transparency on service levels, costs, policies to build trust.
- Provide dashboards and communication to demonstrate continued improvements.

### **Quick Wins**

- Identify and rapidly implement high ROI initiatives to build momentum.
- Short-term wins, even if small, establish credibility for larger initiatives.

### **Continuous Improvement**

- Sustain value delivery via process excellence programs, automation, and moonshots.
- Refresh strategy every 18-24 months to realign with evolving business priorities.

Delivering results requires securing leadership commitment, implementing robust governance, focused execution, complete transparency, quick wins, and continuous improvement.

With disciplined execution and a maniacal focus on value delivery, GBS can systematically build credibility to fund larger transformations. This becomes a virtuous cycle enabling GBS to become a value creation engine.