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donavon.roberson@OOBE.com **Director of Service Innovations**

From Widget to Wealth

Building a lasting legacy through customer service and company culture.







THE BREAKDOWN

History of Business

industrial age

design what do we need to do develop how do we do... deliver do what we need to do

"get it out the door..."

Hictory of Rucinacc

IIIUUSUIAI ayt

FOCUS: the widget

Hictory of Rucinacc



informational age

design develop deliver define how do we do what we need to do better

"get it out the door…"

faster cheaper better

Hictory of Rucinace

IIIUIIIauuuauuu

FOCUS: efficiency

Hictnry of Rucinocc



relational age

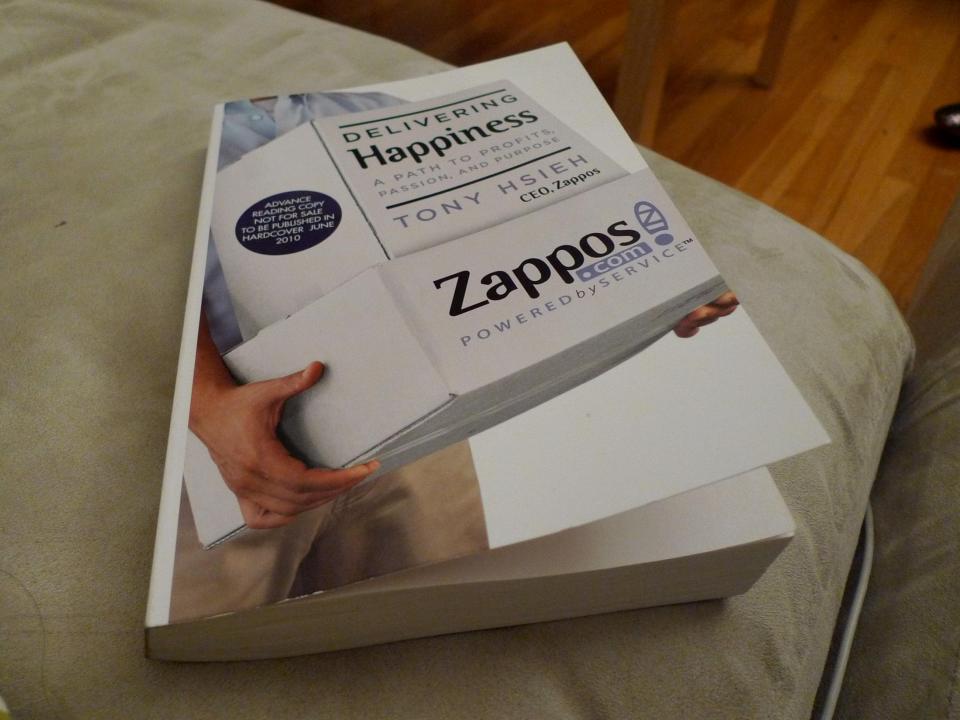
"what is *it* really?" The Human Element RELATIONAL **EMOTIONAL** SPIRITUAL

design develop deliver define discover what if there is more to do than what we do

Italiulial ayt

FOCUS: legacy

Hictnry of Rucinacc



L research CONC 3. assess 4

Mat do we need to do

1. drawing **C SU** 3. test 코

Dew do we do what we do

1. acquire \sim 3. ship

do what we need to do

IIIUUSUIAI ayt

Are you delivering on your business promise?

Callto Action

1. detect ∼

Dev do we do what we do better

IIIUIIIauuuauuu

Are you creating innovation time and space in your business ?

Callto Action

COVE what if there is more to do than what we do

1.dream**INAGINE** More and a constrained by the second seco

Italiulial ayt

Do you dare to dream?

Callto Action





















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