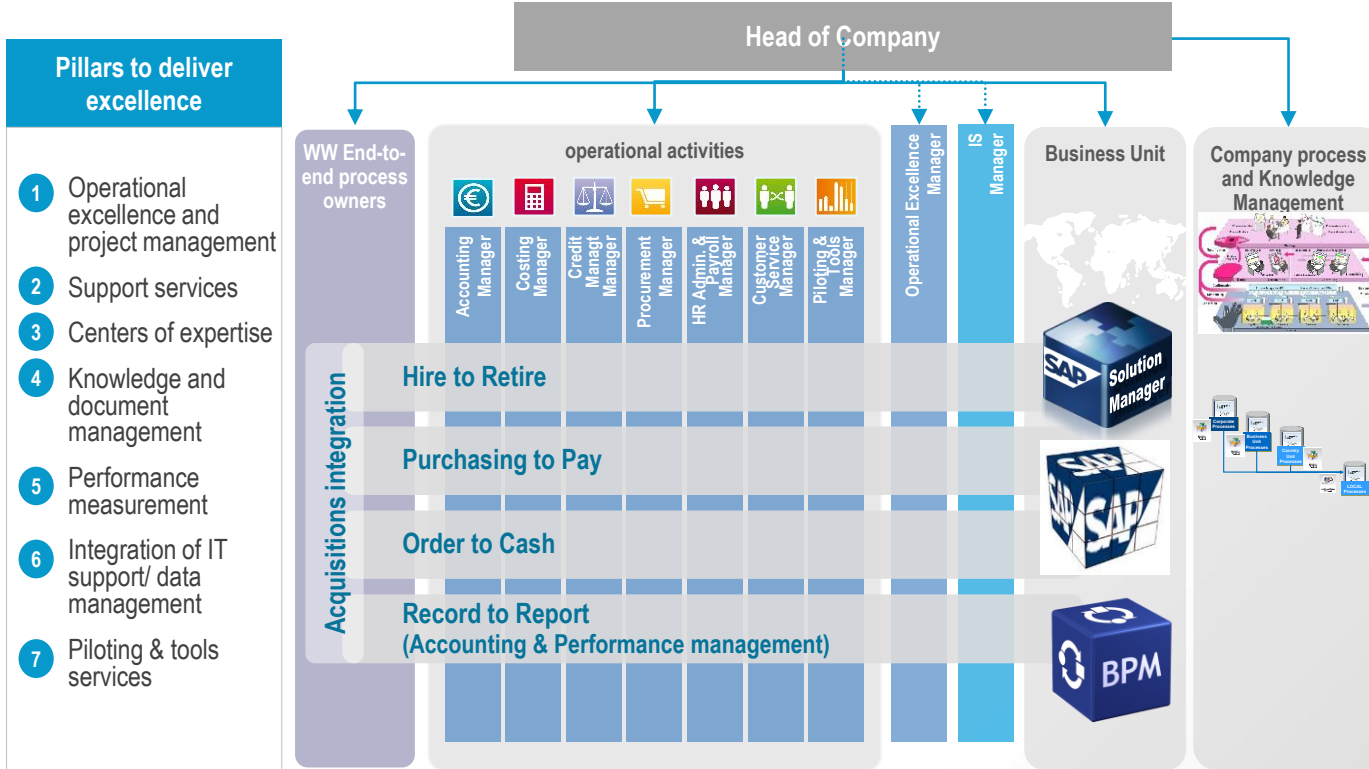


# VALUE CHAIN HOW THE TEMPLATES ARE DONE



- Pillars to deliver excellence**
- 1 Operational excellence and project management
  - 2 Support services
  - 3 Centers of expertise
  - 4 Knowledge and document management
  - 5 Performance measurement
  - 6 Integration of IT support/ data management
  - 7 Piloting & tools services