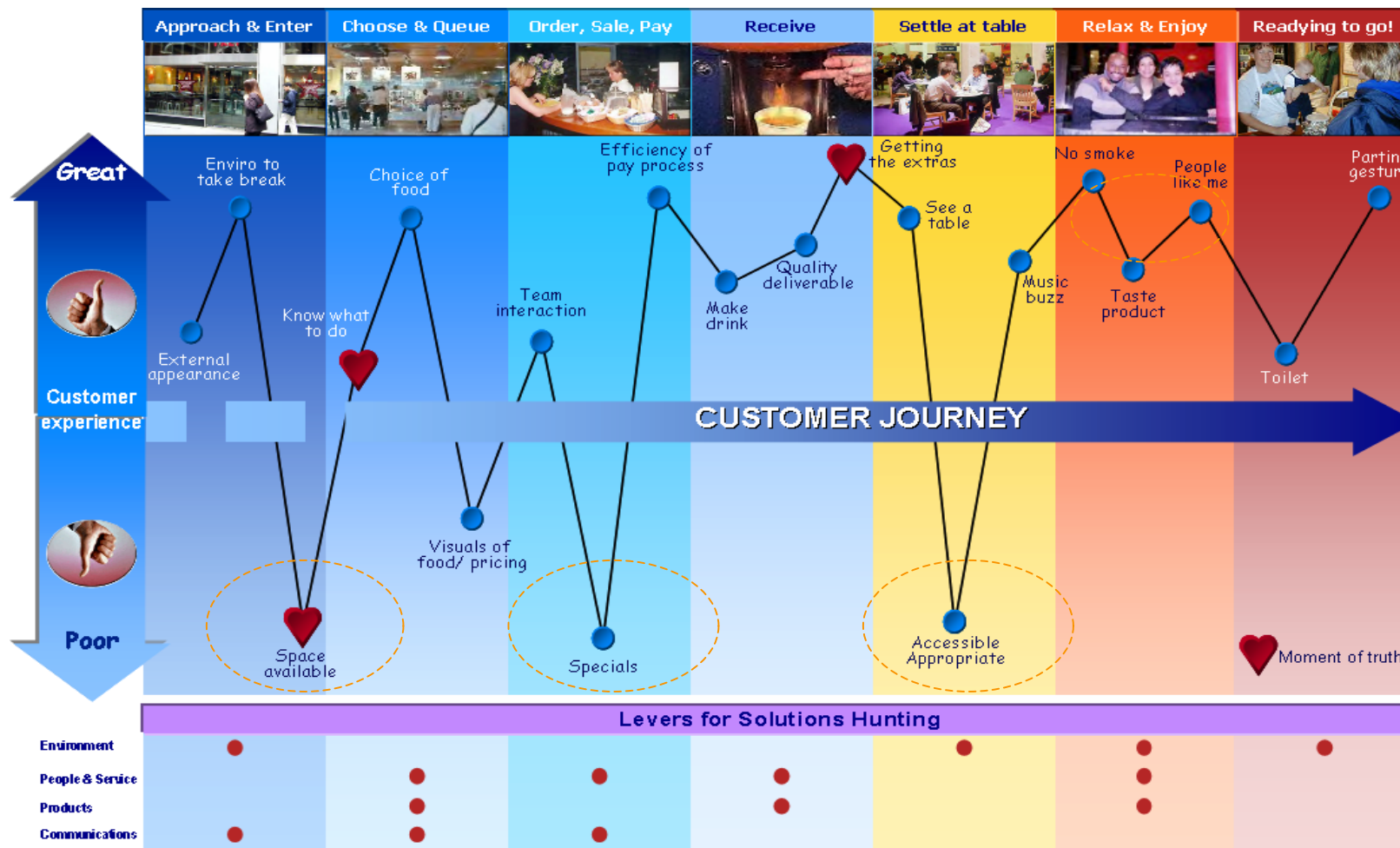


Insight exploration: 'heart monitor' tool (private sector example)



Either mentally 'walk through' a process or experience, get front line staff to do so, accompany and observe real people doing it or use research or satisfaction tracking. Actions will need prioritising via research and costing.