Name of concept

Created by Date

| Phases | Team | Status |
|---|---------|--------|
| Concept Measurement and Dashboard Plan Design Build Launch Post-Launch Review | Sponsor | |
| | | |

Overview - High-level overview and objectives of the Initiative

Objectives - What is the objective (OKR) of the initiative i.e. Create an Awesome Customer Experience

Key Results - What are the Key Results (OKR) i.e. Improve Net Promoter Score from X to Y



