

Value Chain Template - Services

Add scope e.g. chosen product, service or area name here:

Transfer of knowledge / Lessons Learnt

How do you transfer the knowledge and lessons learnt from delivering your service within your organisation?

Talent Sourcing

How do you recruit/source your staff and/or contractors?

Training & HR

How do you manage and train your staff and/or contractors?

Logistics / Business Travel

How do your staff and/or contractors travel to support or provide your services?



Processes QA/IS/Office

What are your internal systems and processes for delivering your service?

Using Services

How do your clients use your services?

Retail / Selling Services

How and where do you sell your services?

Use this template to list what you know about your chosen service or area at each stage of the value chain. Ensure you stay within the scope of your assessment.

