

# Measures of success

## IMPROVED CUSTOMER FOCUS AND TRUST



Transparent  
and effective  
process

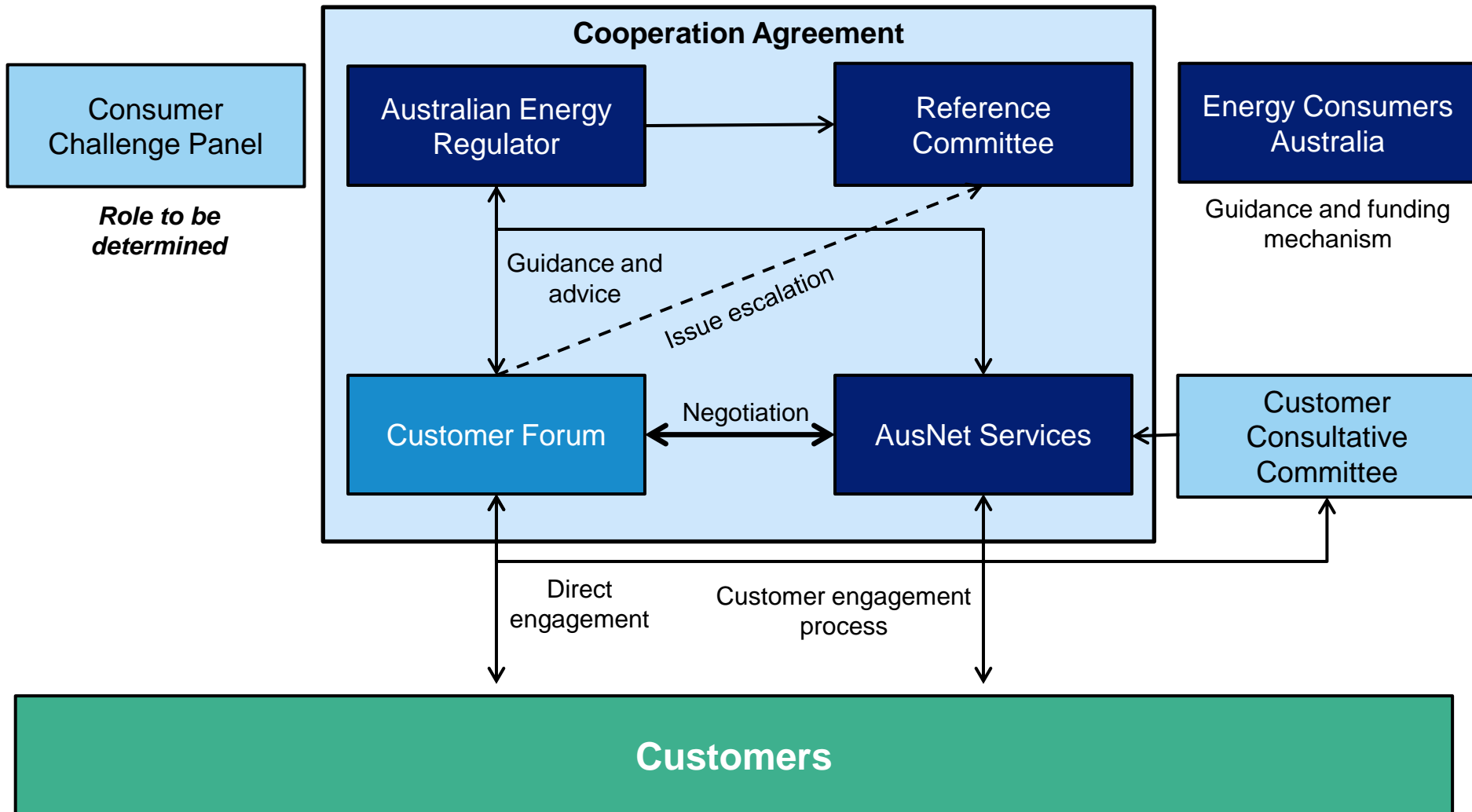


Key learnings  
for future  
rollouts



Negotiated  
and agreed  
elements of  
proposal

# Governance arrangements



## Group discussion

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What does the Customer Forum need from the CCC?

How can the Customer Forum best leverage the information it requires from the CCC at a:



- **Multilateral level – the CCC as a whole?**
- **Bilateral level – individual CCC members?**