



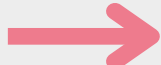



Steps involved		Using ImproveWell
Confirm feedback method(s) (e.g. ideas, surveys, sentiment etc.)		Pre-launch workshop with ImproveWell Customer Success Team provides guidance on rollout, timelines, processes and launch materials
Confirm who will be responsible for leading the initiative		Comprehensive training and materials provided for key stakeholder groups by ImproveWell Customer Success Team
Launch the initiative through the appropriate communication channels		Before / during / after the event: communication tips and templates provided by ImproveWell Customer Success Team
Capture feedback		Capture feedback from target audiences via the ImproveWell platform's idea hub, surveys, sentiment tracker and insights modules
Review feedback		Review, tag, categorise and prioritise feedback via the ImproveWell platform
Close the feedback loop		Chat about ideas, vote, publish interactive improvement updates and upload PDF reports through the ImproveWell platform