





She looked over H-P's PC lineup and asked: "Why would someone buy that?"





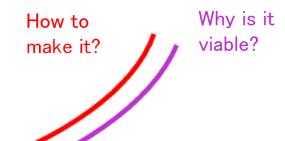






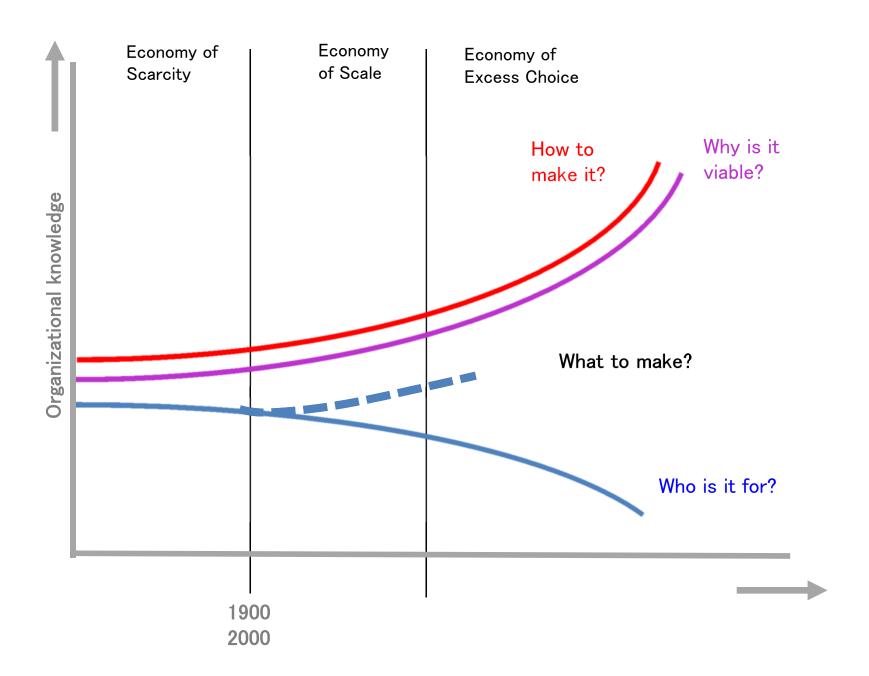


Economy of Excess Choice



What to make?

Who is it for?



Which offerings are selling well and have opportunities for line extensions?

What are competitors doing?

What do customers want?

How to grow share and margin?

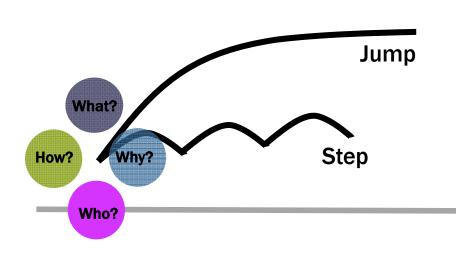
Which demographic groups are growing and how to sell to them?

How to reduce production costs and increase flexibility?





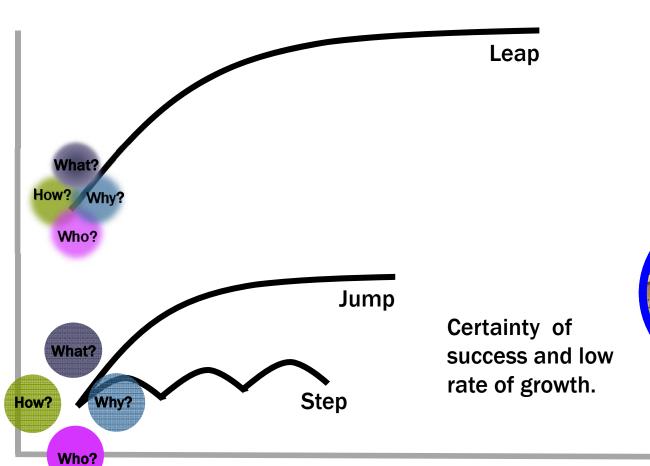




Certainty of success and low rate of growth.



# **Ambition & Ambiguity**





Uncertain success but high rate of growth.



Which offerings are selling well and have opportunities for line extensions?

What are competitors doing?

What do customers want?

How to grow share and margin?

Which demographic groups are growing and how to sell to them?

How to reduce production costs and increase flexibility?









What to make?

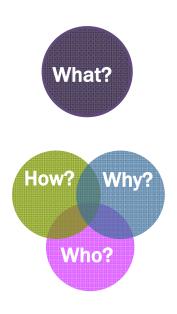
Who needs it?

Why will it create value?

How to make it?











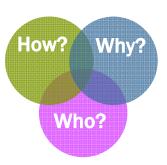


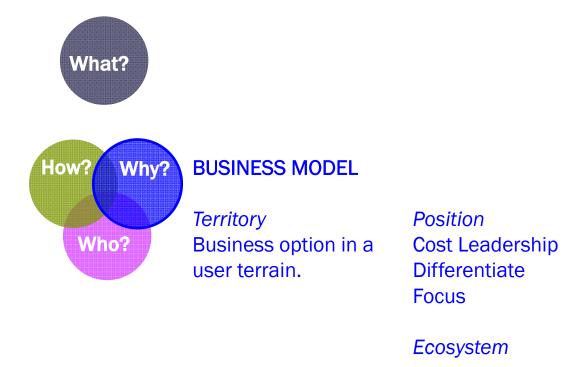
#### **OFFERINGS**

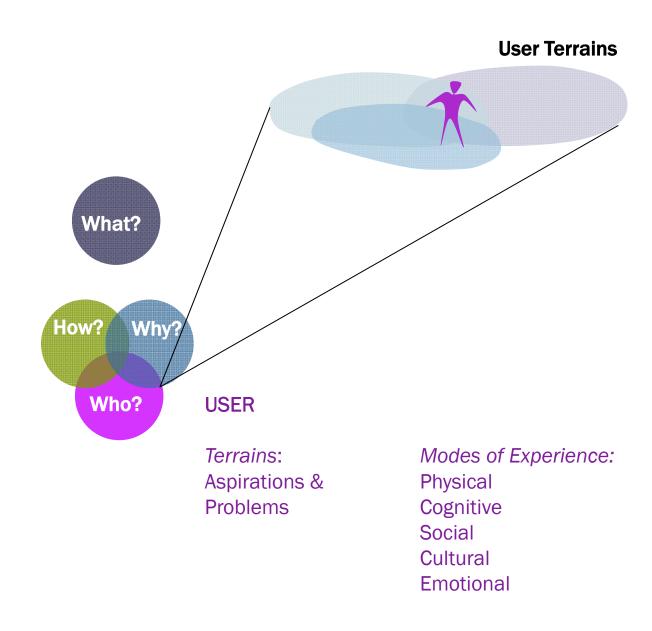
What?

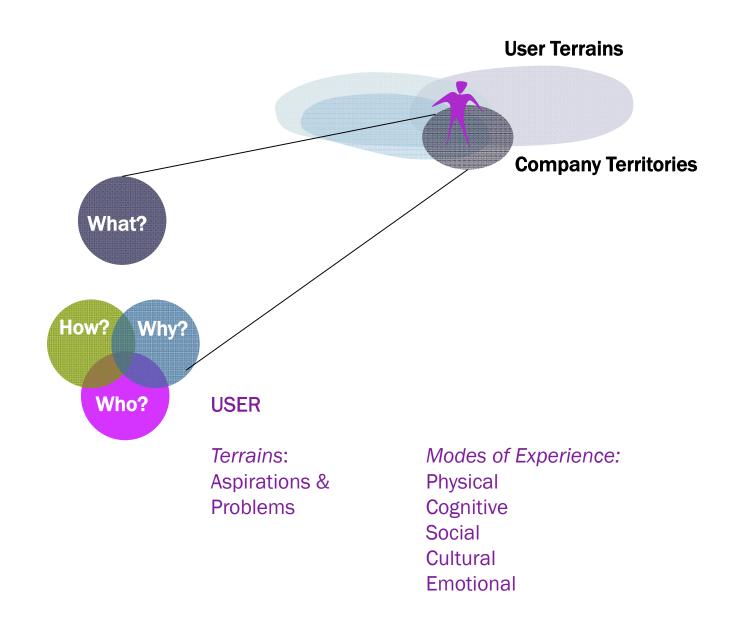
Whole Offering:
People
Objects
Environments
Messages
Services

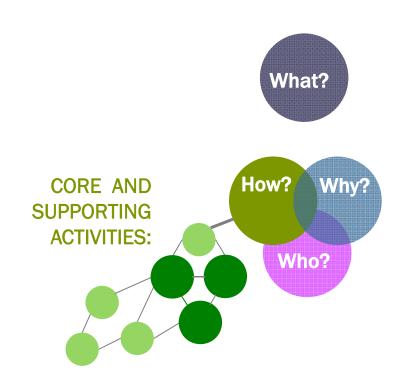
Touch Points: Meaningful contacts such as buying, use, help, packaging, price, sales staff, etc.

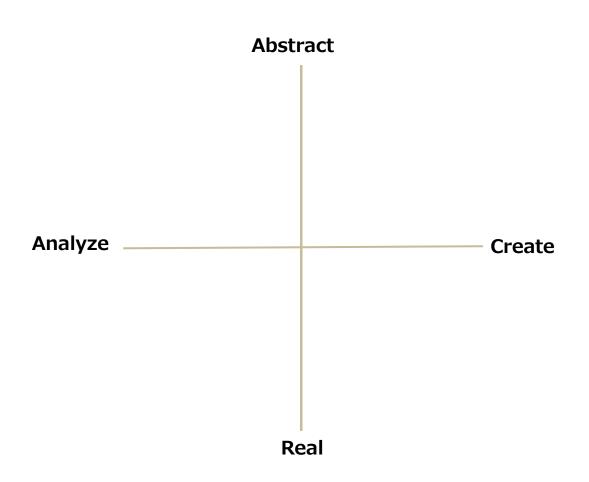












#### **Abstract**

Analyze	2. Reframe	3. Create Options	Create
	1. Context	4. Road Map	
Real			





