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INSIGHTS INTO THE FUTURE

**DELOITTE EAST AFRICA
CEO Follow up questions**



Follow-up questions: External

Business outlook

- Companies are confident that there will be continued economic and social development despite the high national budget deficit and national debt. In your view, why is this the case?

Priority business objectives

- One of the key priority business objectives highlighted is the achievement of successful digital transformation. What steps, if any, is your organization taking to achieve this?

Industry competitive advantage

- Customer experience has been cited as a top competitive advantage. What are the potential ways customer experience can be improved in your industry?

Defined and supported strategic choices

- Are the requisite skills and capabilities required to support your strategic choices available, either internally or within the industry?

Regulation

- What are the primary challenges you face today from a regulatory perspective? (e.g. slow pace of regulation, lack of technical expertise of regulators, cost of compliance, patchwork of regulations and number of agencies involved, coordinating across borders)

Thank you