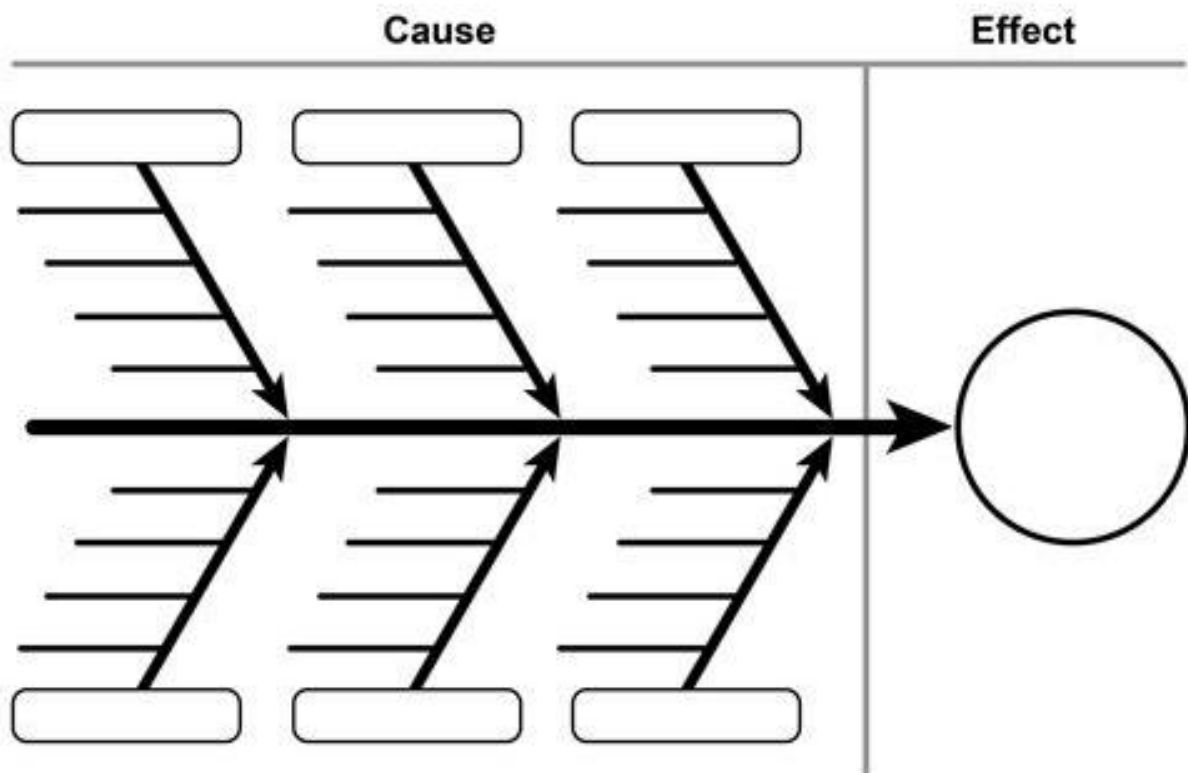


Assignment

1. Identify a process or problem you wish to improve in your business or organization. Analyze the problem and create a fishbone diagram.

FISHBONE DIAGRAM



2. Using the User-Role Analysis investigation techniques, identify at least three types of customers your organization serve. How will you offer your services to these customers so that your services or products will suit their needs?

