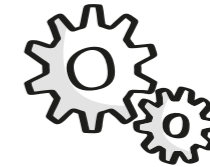


## What processes or activity needs to be improved?

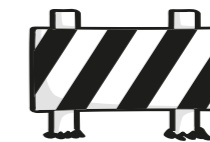
*Example: Answering customer requests about payment status and contract details in different languages.*



*(Activity or Process to Improve)*

## Why does it need to improve? What is not working well?

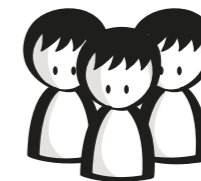
*Example: Lots of different sources to find requested information make the process time-consuming.*



*(Current problems with the activity / process)*

## Who is mainly affected?

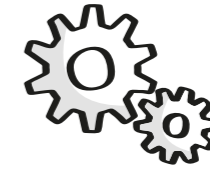
*Example: Customer Service Officers*



*(Role / Department)*

## What processes or activity needs to be improved?

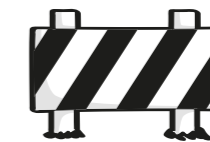
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*(Activity or Process to Improve)*

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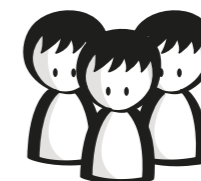
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*(Current problems with the activity / process)*

## Who is mainly affected?

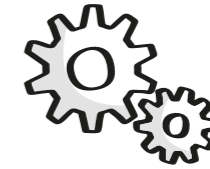
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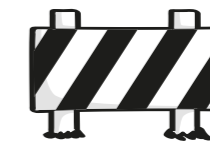
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*(Activity or Process to Improve)*

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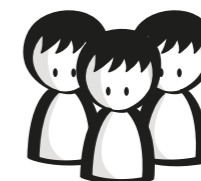
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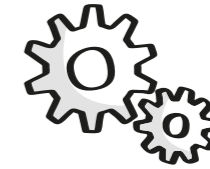
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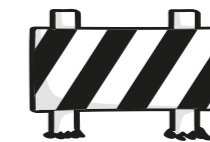
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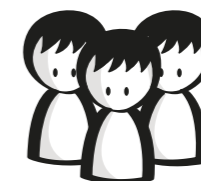
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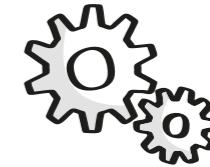
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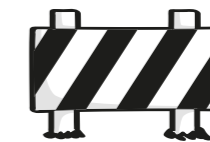
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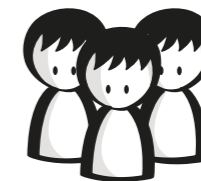
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*(Current problems with the activity / process)*

## Who is mainly affected?

*Example: Customer Service Officers*



*(Role / Department)*