

**Question:** Describe a customer's change. Using space on the right, describe the best possible change. Record what you think is the best change possible. How does it compare with your own?

How will the change you choose best be implemented? What is your idea? How do you think the best possible change? What has changed? How will you know it's working?

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How will you know the change is working? How will you know the best possible change? How will you know it's working? How will you know it's working?

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How will you know the change is working? How will you know it's working?

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