

**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 it will be implemented? What are the benefits? How will you know it works?

---

---

---

---

---

---

---

---

How will your customer's change best be implemented? What is your idea? How do you think it will be implemented? What are the benefits? How will you know it works?

---

---

---

---

---

---

---

---

What are other ideas? How do you think they will be implemented?

---

---

---

---