

<b>Service:</b>	<b>Manager:</b>	<b>Date:</b>	<b>4. Classes of Service</b>																																																
<p style="text-align: center;"><b>1. Sources of Dissatisfaction</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%; border: none; padding: 10px;">Internal</td> <td style="width: 50%; border: none; padding: 10px;">External</td> </tr> </table>	Internal	External	<p style="text-align: center;"><b>3. Workflow Mapping</b></p> <hr style="border-top: 1px dotted black;"/> <hr style="border-top: 1px dotted black;"/> <hr style="border-top: 1px dotted black;"/>		<p style="text-align: center;"><b>5. Replenishment and Delivery Cadences</b></p>																																														
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<b>2. Demand Analysis</b>			<p style="text-align: center;"><b>6. Kanban System Visualization</b></p>																																																
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