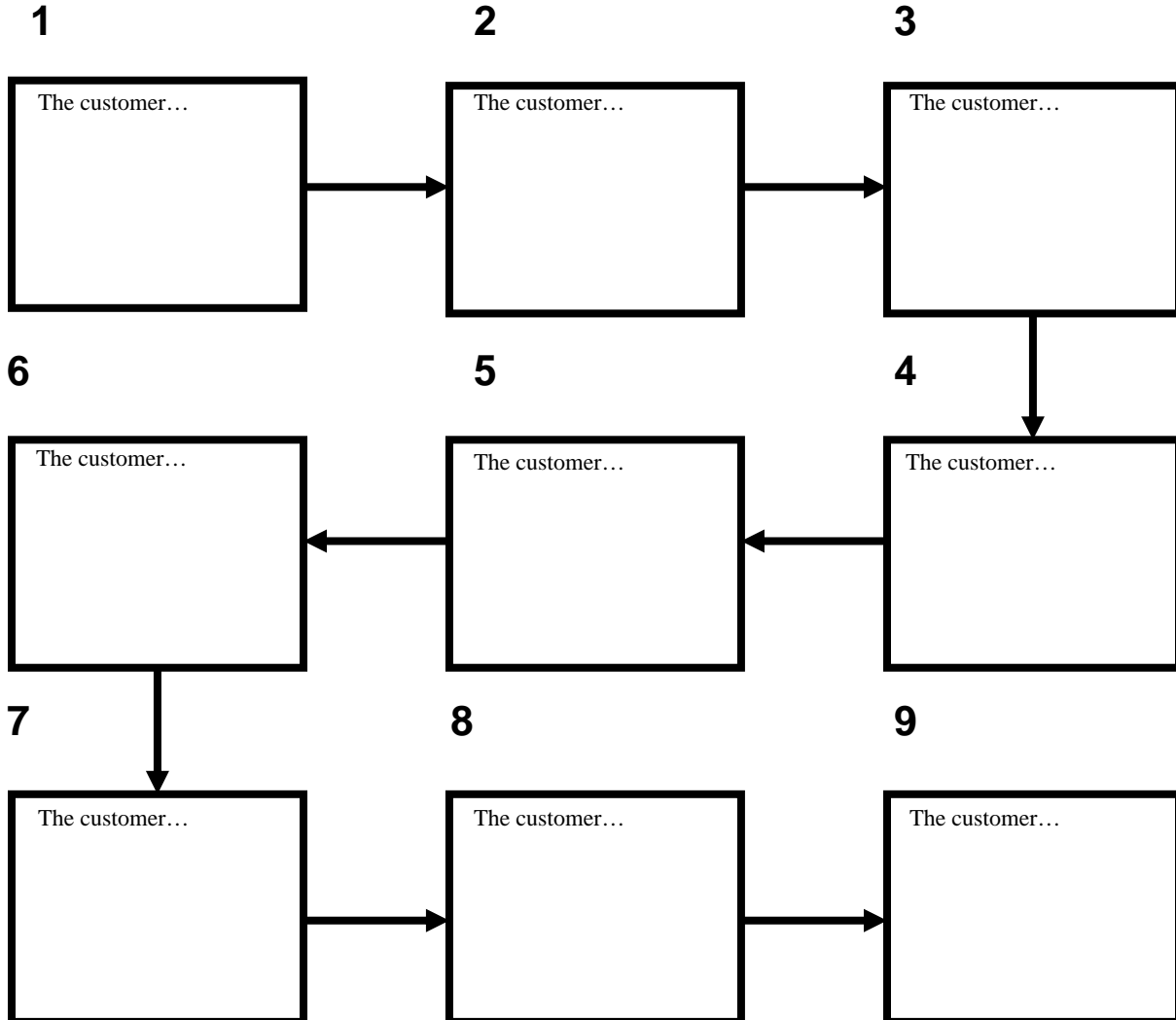


# Service Map

Process Analyzed: \_\_\_\_\_

Step 1: Describe each step of the process through the “lens of the customer.”



Step 2: For each block identified in step 1, describe what would be considered mediocre service and what would be considered excellent service.

Block Number	Mediocre Service	Excellent Service

Step 3: Choose one or two of the steps to focus on improving first, then move on to other steps that are determined to be areas of opportunity.