

**Sustaining Continuous Innovation
Through problem solving**

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- 1.3 Agree on team member roles.
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- 1.5 Select team name.
- 1.6 Review "Teamwork" guidelines.
- 1.7 Agree on plan and schedule.

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- 2.1 Identify customers.
- 2.2 Decide scope of research.
- 2.3 Decide research strategy.
- 2.4 Plan target contact and analysis.
- 2.5 Develop/structure instruments for research.
- 2.6 Execute research.
- 2.7 Analyze and interpret data.
- 2.8 Conclude on needs, issues and expectations.

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- 3.1 Compile customer issue statements and rank issues.
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- 4.1 Agree on purpose of the process.
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 - 4.4 Define process activities.
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- 6.2 Develop training materials and plan implementation.
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