

Brain Writing

1. Who is your client?

2. What services do you provide to your client?

3. How do you evaluate the quality of service that you provide? What metrics do you use? What metrics does your client use?

4. Considering the work system you are put into, name three barriers or things that make it difficult for you to meet your client's expectations? Consider things that cause you to do rework, unnecessary checking and follow-ups, redundant tasks, etc.

5. What is the root cause of these barriers? How can they be eliminated? Who should be involved?
