

Customer Identification

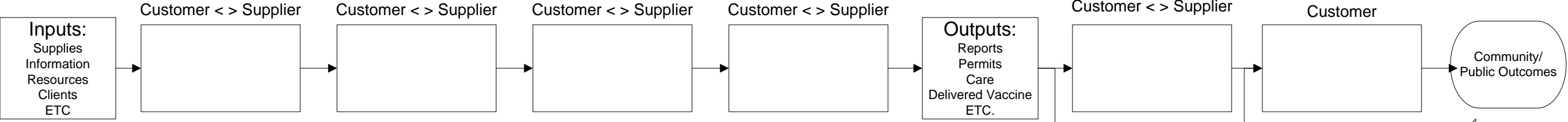
Name:
Program:
<i>Specific Process/Service:</i>

Internal Customer-Supplier Chain

(Chain may have more/fewer links)

External Customer(s)

(May or not be a chain)



- Work right to left ...*
1. Who are the customers?
 2. Where are you in the chain?
 3. Who are your direct customers?

←
Work right to left ...

Requirements	Requirements	Requirements	Requirements	Requirements	Requirements
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4. What do they need?
5. Are they getting what they need ... the way they need it?
6. How do you know?