|  |  |  |  |
| --- | --- | --- | --- |
| Area of Opportunity | Why is this an issue? / Why does this happen? | What can we change? | Why will this be better? |
| 1) |  |  |  |
| 2) |  |  |  |
| 3) |  |  |  |
| 4) |  |  |  |
| 5) |  |  |  |