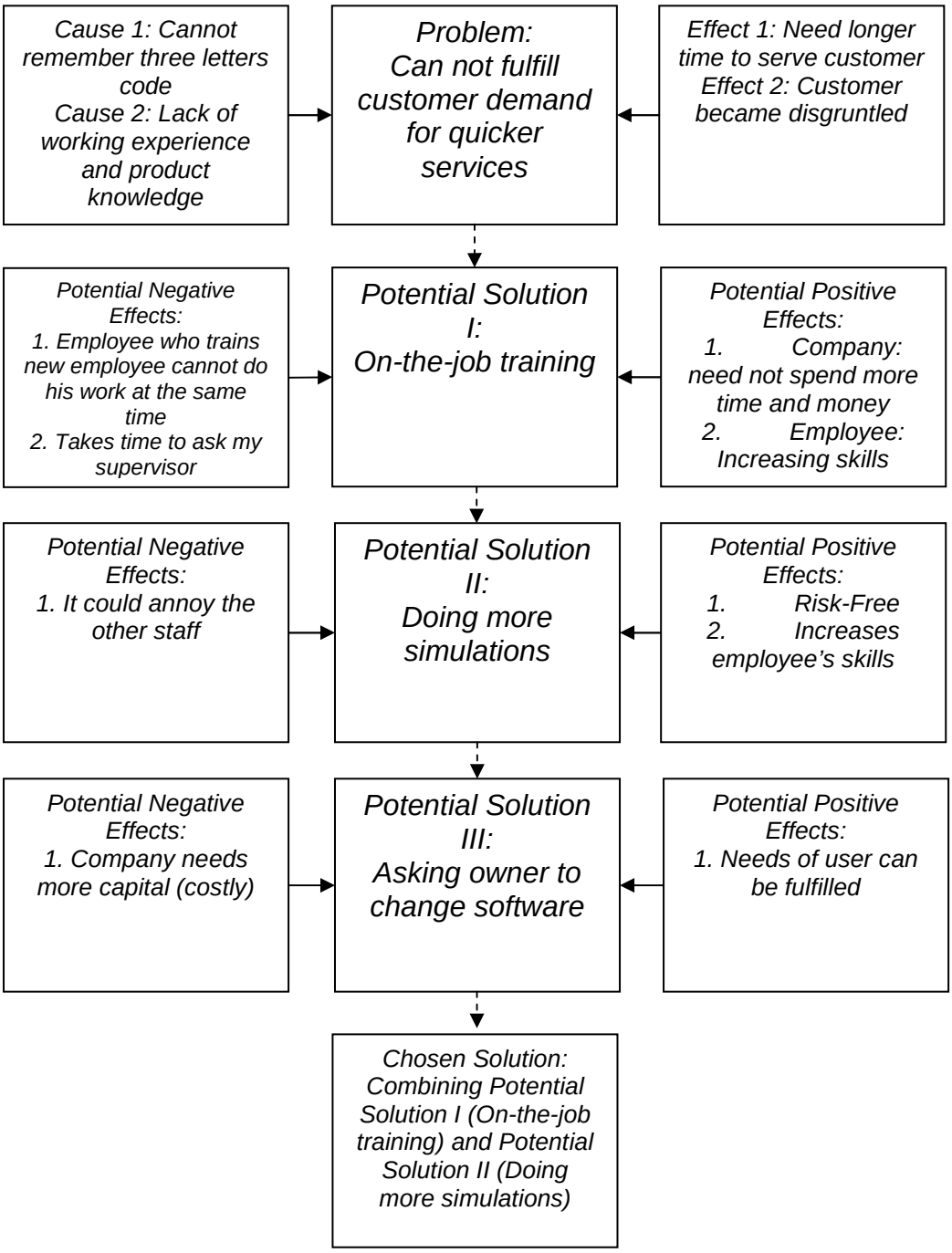
FLOWCHART


Cause 1: Cannot remember three letters code
Cause 2: Lack of working experience and product knowledge
Problem: Can not fulfill customer demand for quicker services
Effect 1: Need longer time to serve customer
Effect 2: Customer became disgruntled
Potential Negative Effects:
1. Employee who trains new employee cannot do his work at the same time
2. Takes time to ask my supervisor
Potential Solution I: On-the-job training
Potential Positive Effects:
1. Company: need not spend more time and money
2. Employee: Increasing skills
Potential Negative Effects:
1. It could annoy the other staff
Potential Solution II: Doing more simulations
Potential Positive Effects:
1. Risk-Free
2. Increases employee's skills
Potential Negative Effects:
1. Company needs more capital (costly)
Potential Solution III: Asking owner to change software
Potential Positive Effects:
1. Needs of user can be fulfilled
Chosen Solution: Combining Potential Solution I (On-the-job training) and Potential Solution II (Doing more simulations)