# Summative Exercise S3

## Instruction

1. Use the survey documents you have compiled in Formative 4C.
2. Three internal customers must complete the survey document for internal customers and three external customers must complete the external customer survey document. (Submit all 6 completed survey forms).
3. From the survey documents, identify problem areas that occurred in your company. At least 5 problems should be identified. List the problems and explain each one in a short paragraph.
4. Now, compile an action plan for improvements. The action plan must include actions, resources, timeframes and responsible persons.
5. Add the 6 x completed survey forms to your PoE.

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| **First Attempt** | | **Second Attempt** | | **Third Attempt** | |
| Competent | Not Yet Competent | Competent | Not Yet Competent | Competent | Not Yet Competent |
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