

# Business Graphics Examples

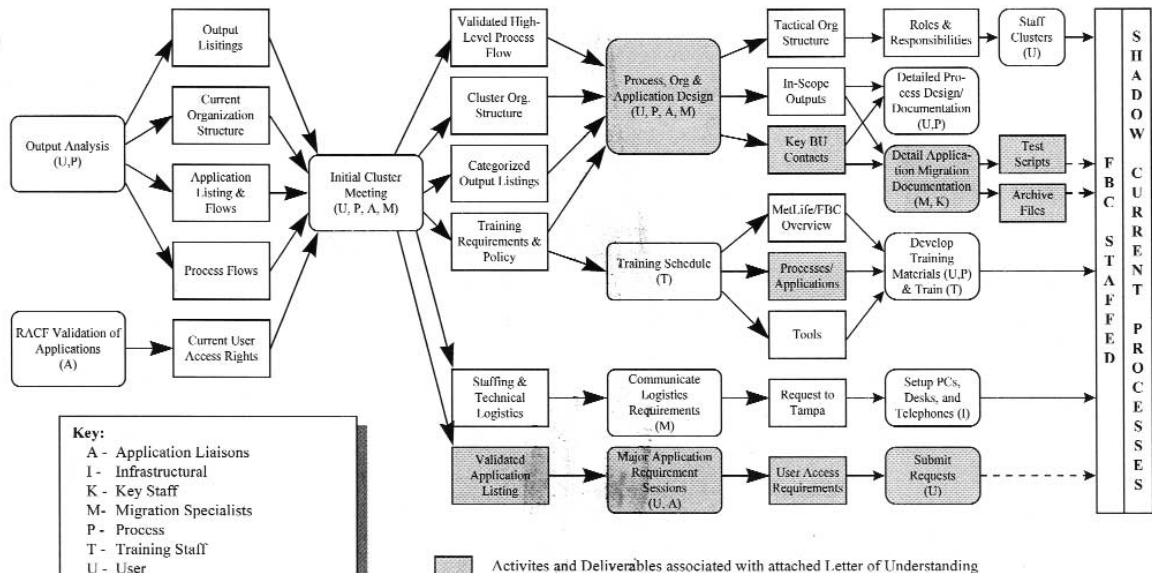
## Major Issues

CUSTOMER SERVICE		Theme											Issue References*		Affected Distribution Channels			
		PEOPLE			PROCESS					TECHNOLOGY								
		Communication	Ownership	Training/Education	Customer Service	Mgmt. Reporting	Q.A./Accuracy	Standardization	Cost Allocation	Timeliness	Material Waste	Inventory Mgmt.	Legal Compliance	Manual/NVA	Speed/Capacity	System Access	Sys. Integ. & Cap.	
15	Need a better understanding of customer needs and expectations particularly for DRS and AYCO customers. There is also a lack of competitive analysis.			◆	◆												Session 3 Issue 14 Session 19 Issue 3 ASE Issue 4, 13	All
16	Householding of prospectuses, letters, and transaction advice does not currently exist. Materials (prospectus & letter) are mailed separately from transaction advice. Customers receive multiple mailings for each fund request even if request is made at same time by same person. Also, if components need to be added to literature kit, those individual pieces are mailed separately. CIMS does not currently have the capability to enable householding.			◆						◆					◆		Session 8 Issue 2 Session 4 Issue 4 Session 10 Issue 22 Session 18 Issue 7 ASE Issues 17, 18, 19, 20	All
17	Need alternative means of supplying prospectuses and information to S/H at time of request at the DFCs (i.e. Diskettes, POD at DFC.)			◆										◆			Session 6 Issue 3	Retail

\*Issues have been consolidated and integrated across all process mapping sessions. Detailed issues are organized by session and issue no. in the Session Issue Log section of the Appendix.  
 ◆ = Primary Theme      ◇ = Secondary Theme

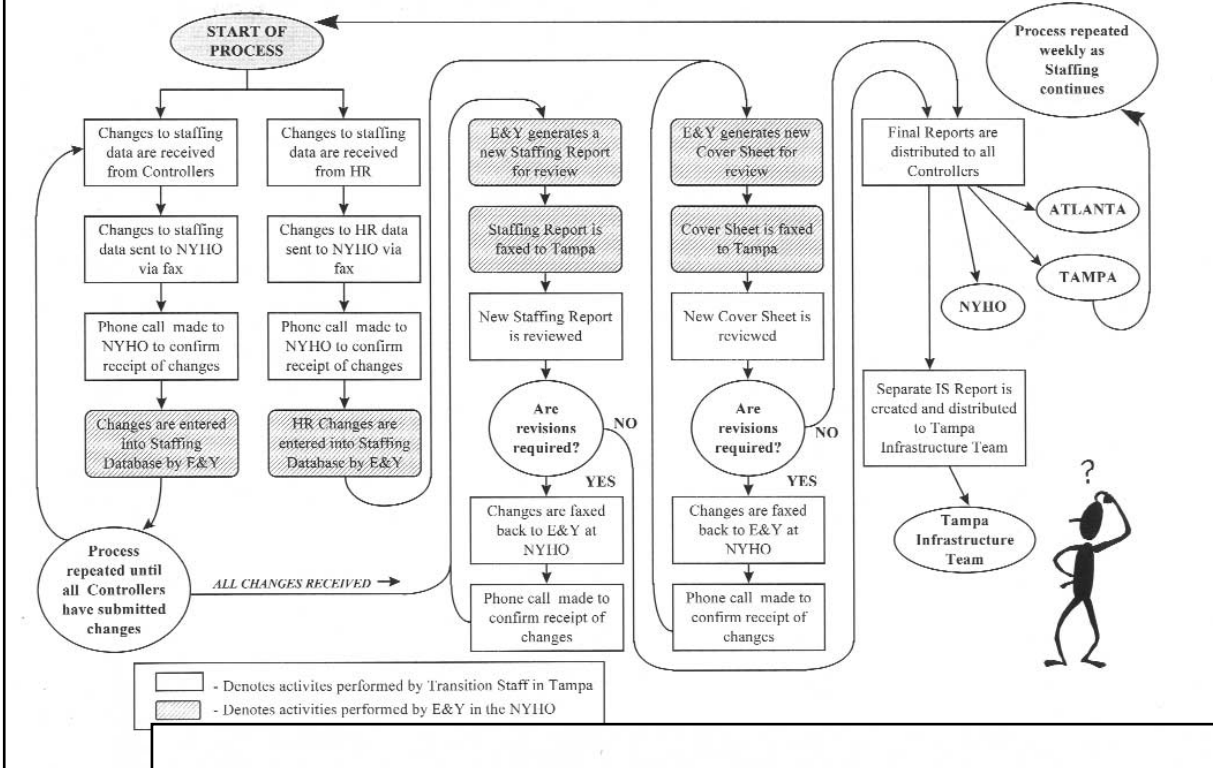
ERNST & YOUNG LLP

## Cluster Implementation



# Business Graphics Examples

## Current Staffing Report Process



## Proposed Reporting Process

