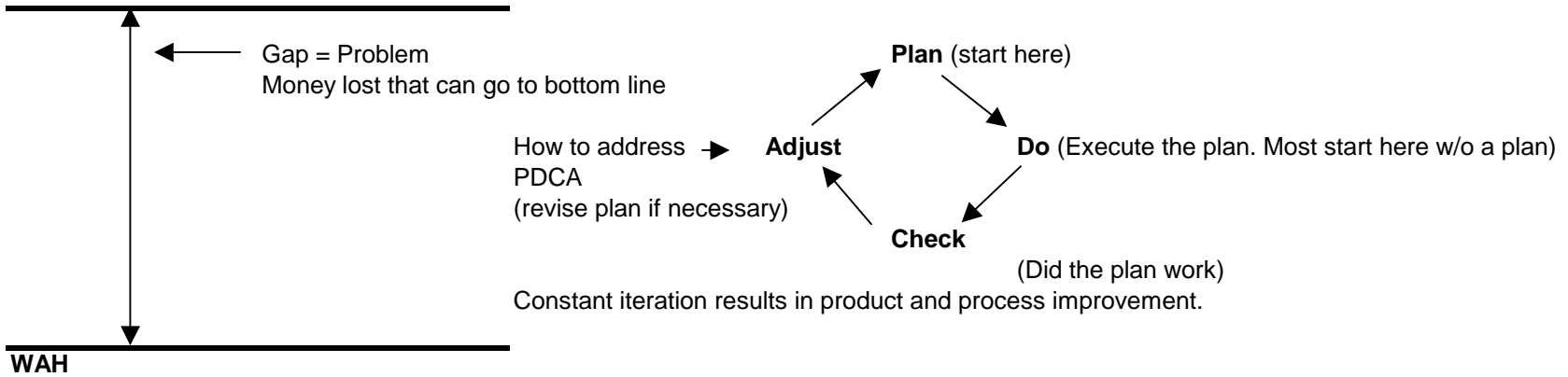


**WSBH**

What should be happening?

Defined by standards, contract, regulations, financial models, etc.



What's actually happening?

Current capability, data analysis? Audit the process (process map)? Walk the floor? Etc.

**Don't just stand there, do something.... Change to.... Don't just do something, stand there! (Observe and understand WAH!)**