



Workshop: The Internal Customer Chain

- Determine your input(s), output(s), and the value your work team adds.
- Decide how the contributions made by your work team should be measured.
- Share your conclusions with your small group and ask for feedback.

My Work Team	
My Supplier(s)	My Customer(s)
<i>What do we need?</i>	<i>What do we need to provide?</i>



What is the impact on your internal customer if your work team does not meet its requirements?

What is the impact on your external customer if your work team does not meet its requirements?
