

LIST OF FIGURE

| | |
|---|----|
| Figure II.1. Phases of Business Process Improvement | 13 |
| Figure III.1. Conceptual Model..... | 21 |
| Figure III.2. Systematics of Problem Solving | 23 |
| Figure. IV.1. Flowchart of Business Process Existing..... | 27 |
| Figure V.1 Fishbone Diagram | 34 |