

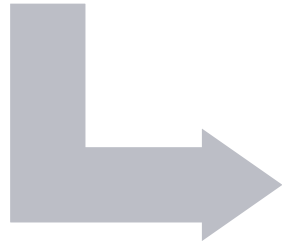


# Member Feedback Process

Ginger Quintavalla  
Client Management  
January 24, 2017

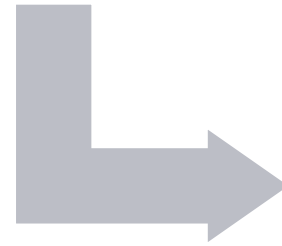
Feedback

- What is feedback?
- Where is it from?



Process Improvements

- What is a process improvement?
- Priority
- Complexity



2017 Corporate Goal

- Existing improvements
- Plans for 2017