Customer Identification

Name: 
Program: 
Specific Process/Service: 

Internal Customer-Supplier Chain  
(Chain may have more/fewer links)

```
Inputs:  
Supplies  
Information Resources  
Clients ETC  

Customer <-> Supplier  
Customer <-> Supplier  
Customer <-> Supplier  
Customer <-> Supplier  

Requirements  
Requirements  
Requirements  
Requirements  
```

Outputs:  
Reports  
Permits  
Care Delivered Vaccine ETC.  

External Customer(s)  
(May or not be a chain)

```
Customer <-> Supplier  
Customer <-> Supplier  
Customer <-> Supplier  

Requirements  
Requirements  
Requirements  
Requirements  
```

Community/Public Outcomes

Work right to left …
1. Who are the customers?
2. Where are you in the chain?
3. Who are your direct customers?

Requirements
Requirements
Requirements
Requirements

4. What do they need?
5. Are they getting what they need … the way they need it?
6. How do you know?