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| Name: | Rissa Quindoza |

**Problem Analysis (Torrent Pharmaceuticals)**

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| **Description**  **(What’s the problem?)** | **Cause**  **(What causes the problem?)** | **Symptoms**  **(How do we know the problem exists?)** | **Impact**  **(Why is this important? What are the consequences?)** |
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**Visualize the Process**

**What’s the business goal? Why do they need software?**

**What characteristics should the software have?**