

2. Areas of improvement in the current state of my selected process:

- i. Poor communication:
 - Customers often do not get quick updates about their return status.
 - This can lead to confusion and frustration when they are waiting for refunds.
- ii. Long wait times:
 - It takes a lot of time to check if a return is eligible.
 - Store staff must look at the receipt and the item, which can take too long, especially when the store is busy.
- iii. Delays for manager approval:
 - If a return needs a manager's approval, it can slow things down. Managers may not always be available, which makes customers wait even longer.
- iv. Different return rules:
 - Different store locations may have different rules for returns.
 - This can confuse customers and make them unsure about what to expect.
- v. No technology use:
 - The return process does not use any automated systems to keep customers updated. There are no online ways for customers to check their return status.

Proposed technologies:

To fix these problems, we can use the following technologies:

- i. Automated notification system:
 - This system can send messages to customers to let them know about their return status and any actions they need to take.
- ii. Digital receipts:
 - Customers can keep their receipts on their phones.
 - This will make it easier to check if an item can be returned.
- iii. Digital approval of return requests by manager:
 - Manager can approve the returns digitally.
 - This will make it quicker for customers to not wait for large periods of time.
- iv. Self-service kiosks:
 - These kiosks will allow customers to initiate their returns and check if they are eligible without waiting for a staff member.

