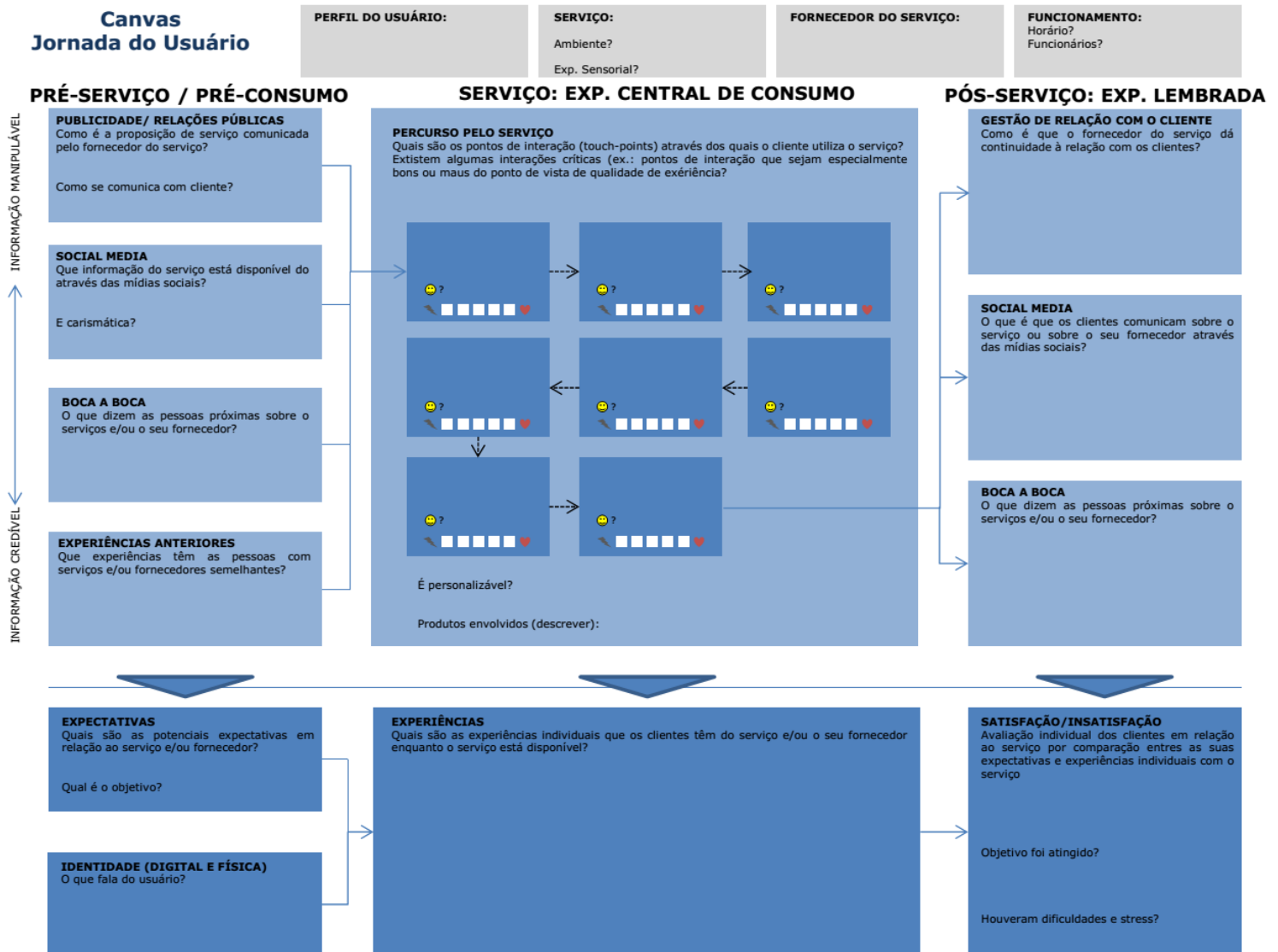


APÊNDICE A

CHECKLIST JORNADA DO USUÁRIO



Fonte: adaptado de Stickdorn e Schneider [16].