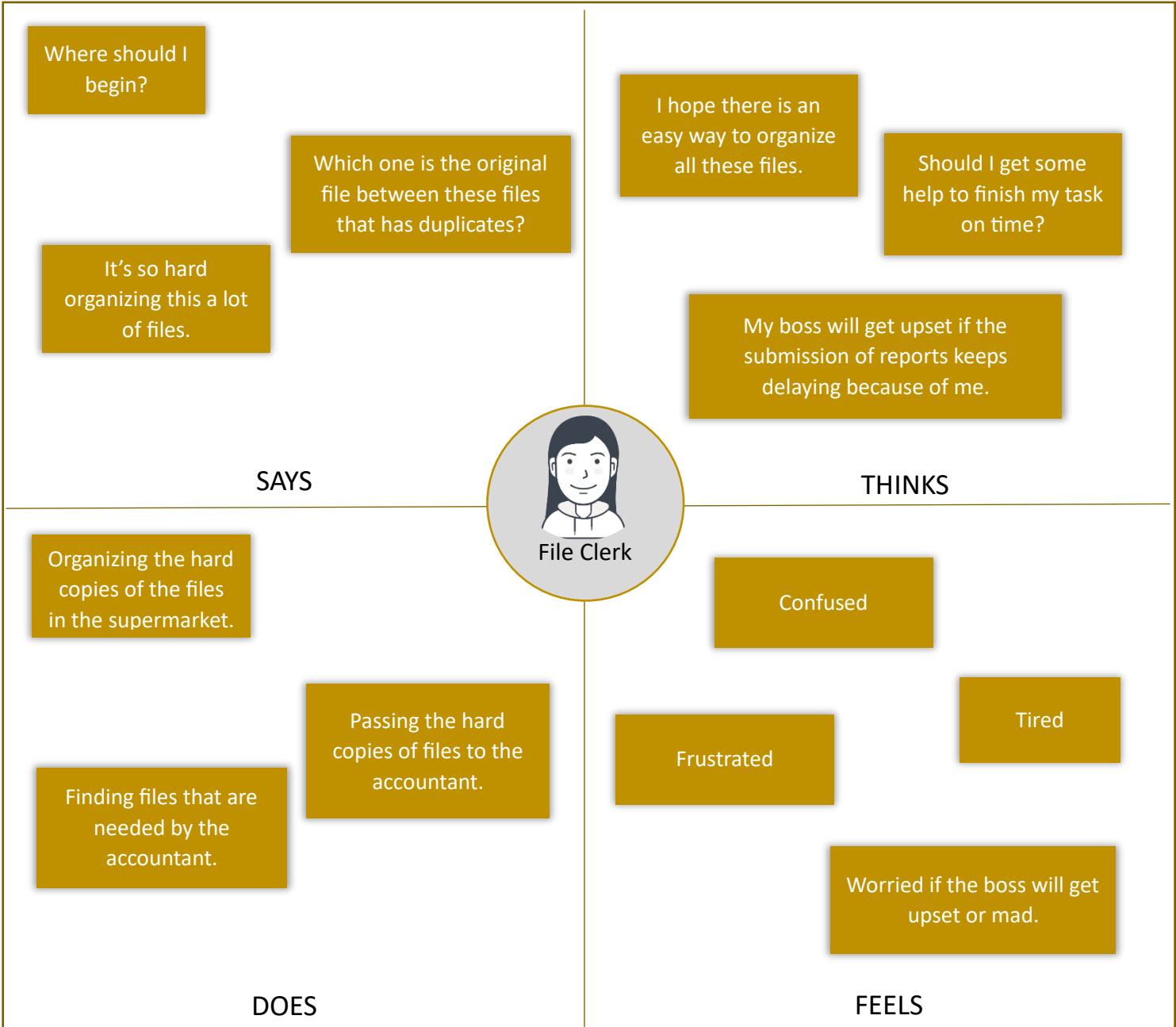


The Storyline	
1	Casa Italiana Supermarket is one of the big and famous supermarkets in their town.
2	With the number of hard copies of files in the supermarket, the file clerk gets confused while she is organizing it.
3	The file clerk in the supermarket is struggling to find some of the files because some of them are old and some of the labels have been erased.
4	While the file clerk was looking for the files needed by the accountant, she discovered that the other files had duplicates.
5	The file clerk is confused as to which of the duplicate files are originals.
6	The File Clerk having a delay in passing the hard copies of files to the accountant.
7	The task of the accountant is to compute every 2 months sales.
8	The accountant having a delay completing his/her task if the files that she/he needed are not complete.
9	The accountant having difficulty retrieving many financial documents.
10	The accountant was unable to pass the hard copy of every 2 months sales report and other financial matters to the owner of the supermarket efficiently.

2. Identify the target character in the scenario

- The target character is the File Clerk.

Empathy Map



- a. What is the problem?
The Casa Italiana Supermarket is facing some problems in organizing and managing the files properly. And they are also struggling when it comes to their reports.
- b. Who has the problem?
The File Clerk and the Accountant have a hard time doing their jobs properly which leads to delays in submitting a report of their sales and other financial matters to the Owner of the supermarket.
- c. Where is the problem?
In the Casa Italiana Supermarket.
- d. Why does it matter?
Because it affects the File Clerk and the Accountant to do their work properly and finish it on time.

Root Cause Analysis

