

# NN/g CUSTOMER JOURNEY MAP TEMPLATE



## PERSONA

Transporter

## SCENARIO

Irregular practises found by CFIA Inspector

## USER EXPECTATIONS

Transporter should be able to retrieve relevant documents (ATR, Contingency plans, ToC, Evidence of Employee Training) and should be able to email these documents to CFIA inspector also should be able to submit an acceptable rationale, if receives an order from inspector, should be able to submit

PHASE 1	PHASE 2	PHASE 3	PHASE 4
Inspection Warrent from CFIA Inspector	CFIA Inspector analyze documents	Receives an order from CFIA Inspection	
<b>DOING</b>  Receives the Inspection warrent from CFIA inspector, sends acknowledgment	if the all/some documents are not submitted, 1. the transporter retrieves the submitted documents form his/her count 2. Provide documents to CFIA inspector via email or any other possible way 3. Provide an acceptable rational on not completing the neccesary documents	If the inspector decide to give an order to transporter on irregular practises: 1. Submit the order document	
<b>THINKING</b>	How can I record what happened dueirng the inspection? How can I show proof or submit the rational on why I was unable to submit the documents?	What If I think that I have followed all the rules and regulations and still recieves the order from the inspector?	
<b>SAYING</b>			
<b>INSIGHTS</b>  <hr/> <hr/> <hr/>		<b>INTERNAL OWNERSHIP</b>  <hr/> <hr/> <hr/>	