**Problem 1:**

1NF:

Sales Order: ( SalesOrderNumber , CustomerNumber , CustomerName , CustomerAddress , SalesOrderDate , ClerkNumber , ClerkName )

Item Order: ( SalesOrderNumber , ItemOrdered , Description , Quantity , Unit Price , Total

2NF:

Sales Orders: ( SalesOrderNumber , CustomerNumber , CustomerName , CustomerAddress , SalesOrderDate , ClerkNumber , ClerkName )

Item order: ( SalesOrderNumber , ItemOrdered , Quantity , Total )

Item details: ( ItemOrdered , Description, UnitPrice )

3NF:

Sales Orders: ( SalesOrderNumber , CustomerNumber , SalesOrderDate , ClerkNumber)

Customers: ( CustomerNumber , CustomerName , CustomerAddress )

Clerks: ( ClerkNumber , ClerkName )

Item order: ( SalesOrderNumber , ItemOrdered , Quantity , Total )

Item details: ( ItemOrdered , Description, UnitPrice )

**Problem 2**

1NF:

Departments: ( Dept# , Dept Name , Location , Mgr Name , Mgr ID No., Tel Extn )

Complaints: ( Cust# , Cust Name , Date of Complaint , Nature of Complaint , Dept# )

2NF:

Departments: ( Dept# , Dept Name , Location , Tel Extn, Mgr ID No. , Mgr Name )

Complaints: ( Cust# , Dept# , Date of Complaint , Nature of Complaint)

Customers: (Dept# , Cust# , Cust Name )

3NF:

Departments: ( Dept# , Dept Name , Location , Tel Extn , Mgr ID No.)

Manager: (Dept# , Mgr ID No. , Mgr Name )

Complaints: ( Cust# , Dept# , Date of Complaint , Nature of Complaint)

Customers: (Dept# , Cust# , Cust Name )