

- d University human resources system: Employee, AdministrativeStaff, AcademicStaff, TechnicalStaff, Grade
- e Mail order system: Product, Customer, Order, Payment.

Exercise 4.4	<i>Object/Class</i>	<i>Category</i>
	Customer	People
	Account, CurrentAccount, etc.	Conceptual
	Shape, Triangle, etc.	Conceptual
	Book	Physical
	Member	People
	Loan	Conceptual
	Reservation	Conceptual
	Employee	People
	AdminStaff, AcademicStaff, etc.	People
	Grade	Conceptual
	Customer	People
	Product	Physical
	Order, Payment	Conceptual

Exercise 4.5	<i>Concept</i>	<i>Definition</i>
	a	14
	b	11
	c	7
	d	13
	e	5
	f	10
	g	3
	h	1
	i	6
	j	12
	k	4
	l	8
	m	9
	n	2