

# Reverse Process Mapping

1. Write, in plain English, a narrative of the [auto repair process](http://zimmer.csufresno.edu/~sasanr/Teaching-Material/MIS/Operations/auto-repair-process.pdf),  
<http://zimmer.csufresno.edu/~sasanr/Teaching-Material/MIS/Operations/auto-repair-process.pdf>  
(enlarge the diagram if you find it hard to read).
2. Identify all the (common sense) flaws inherent in the process as diagrammed.