

Figure 2

<b>Cause and Effect Matrix</b>					
Rating of Importance to Customer >>				10	
	Process Step	Process Inputs	Number of Vaccines		Total
1	Process Step 1	Initial Vaccine Eligibility	9		90
2	Process Step 1	Recommendation of Vaccine	9		90
3	Process Step 1	Vaccine cost (Hesitant Patient)	6		60
4	Process Step 1	Patient Objective Information (Hesitant Patient)	9		90
5	Process Step 1	Patient Subjective Information (Hesitant Patient)	3		30
6	Process Step 2	Needle & Syringe	3		30
7	Process Step 2	Vaccine	9		90
8	Process Step 2	Technique/Training	3		30
10	Process Step 2	Pharmacist Experience	3		30
11	Process Step 2	Time (Pharmacist)	3		30
12	Process Step 2	Time (Patient)	9		90
13	Process Step 3	Informational Pamphlet	3		30
14	Process Step 3	Patient education	3		30
15	Process Step 3	Counseling	3		30
<b>Total</b>			<b>75</b>		