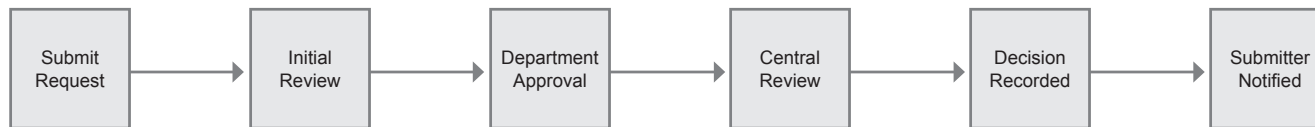


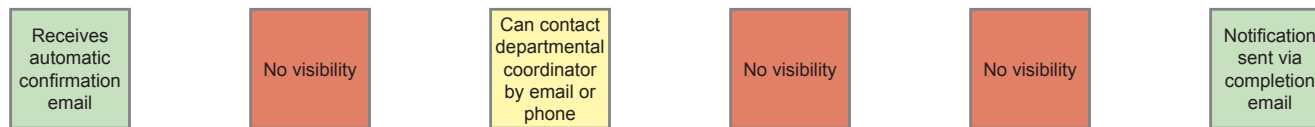
EXAMPLE VISIBILITY MAP

The group begins by creating a high-level map of the process. They then evaluate what customers can see at each stage. This structured approach reveals where visibility breaks down and helps the group identify practical improvements.

1 The process



2 Visibility status and how we produce it



3 Improvements

Send "Under Review" email

Post expected review timeline

Notify submitter when routed to central review

When routed to central review, notify submitter when decision is recorded