| **SELECTION MATRIX** | | | | |
| --- | --- | --- | --- | --- |
| **Problem**  **(Object with Defect)** | **Customer / Stakeholder** | **Impact on Customer**  **X** | **Need to Improve**  **=** | **Overall Score** |
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***Scale:*** *1 = Negligible 2 = Somewhat 3 = Moderate 4 = Very 5 = Extreme*