

Table 6

Indicator of Sector Changes and Tools for Data Collectors

| Tool | Data Collector | | | |
|------------------------|----------------|------------------------|-----------------------------|---------------------|
| | Employee | Supervisor and Manager | Director and Administration | External Consultant |
| Flow process chart | | X | | X |
| Job description review | X | X | | |
| Job procedure review | X | X | | |
| Log | X | | | |
| Operation flow chart | | X | | X |
| Periodic review | | X | | |
| Satisfaction survey | | | X | X |
| Time and motion study | | | | X |
| Work sampling | | X | | |