





THE 8-STEP PROCESS

- 1. **Book the day** - Call Centre
- 2. **Book** - Reservation Dept
- 3. **Process** - Mailroom/Account
- 4. **Book** - Mail Dept
- 5. **Delivery/Return** - Mail Dept
- 6. **Account/Invoice** - Mailroom
- 7. **Book the day** - Customer Service Centre



THE 8-STEP PROCESS

2.4. THE CONCEPT OF THE "MATHS" — AND THE CONCEPT OF "MATHS"

CONCEPT OF "MATHS"

- **Maths**
- **Maths Education**
- **Maths**
- **Maths Education**
- **Maths Education**
- **Maths Education**



Maths Education (mathematical aspects)

