

(i)

\* need to capture method in training manuals

(ii)

- does ~~seem~~ appear that changes are made and schedules sent to staff via email

- changes to SOPs are done

- recommended change to include checklist ~~also would~~ avoid situations in keeping up to date in changes

- as long as credits are updated real time

\* can I have more of the rec'd, - to email to staff - to follow credits to all if changes are implemented

\* check 4.1 - 4.7

(iii)

\* any i-to on deny?

\* can map the deny credits to make sure all aspects of deny are covering over time - or if there is focus on a few items?