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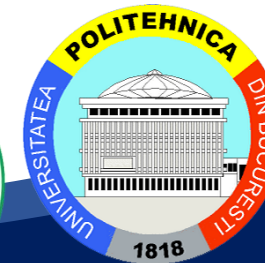
Course 15: Customer Experience-Driven Design

Module 1: Pain Point-Free Customer Experience Journey

Topic 4: Customer Oriented-Failure Prevention [2/2]

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Curriculum Development
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Industrial Engineering for Thailand Sustainable Smart Industry

Group Work

1. Assessing potential failure by applying the Customer Oriented-Failure Prevention on the customer journey each group created last week

Group Work

2. Present findings and suggestions for preventing the expected failures to the class