

Active roles



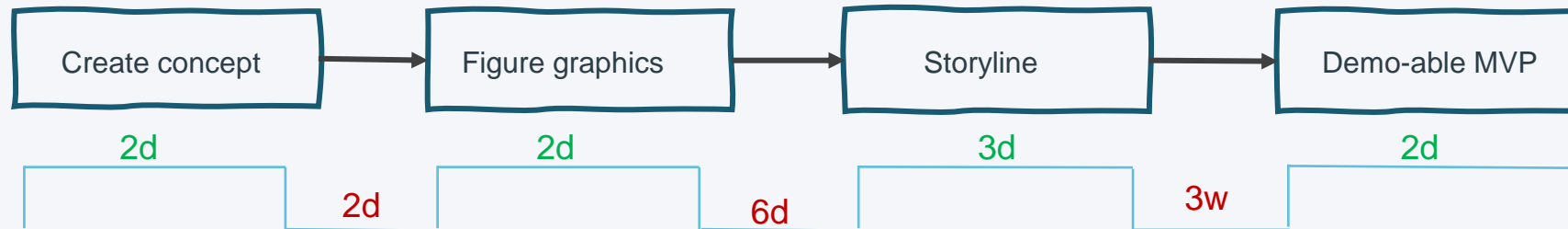
Pains/Surprises



Deliveries



Steps



Improvements

Recap the concept together

Unnecessary wait time!