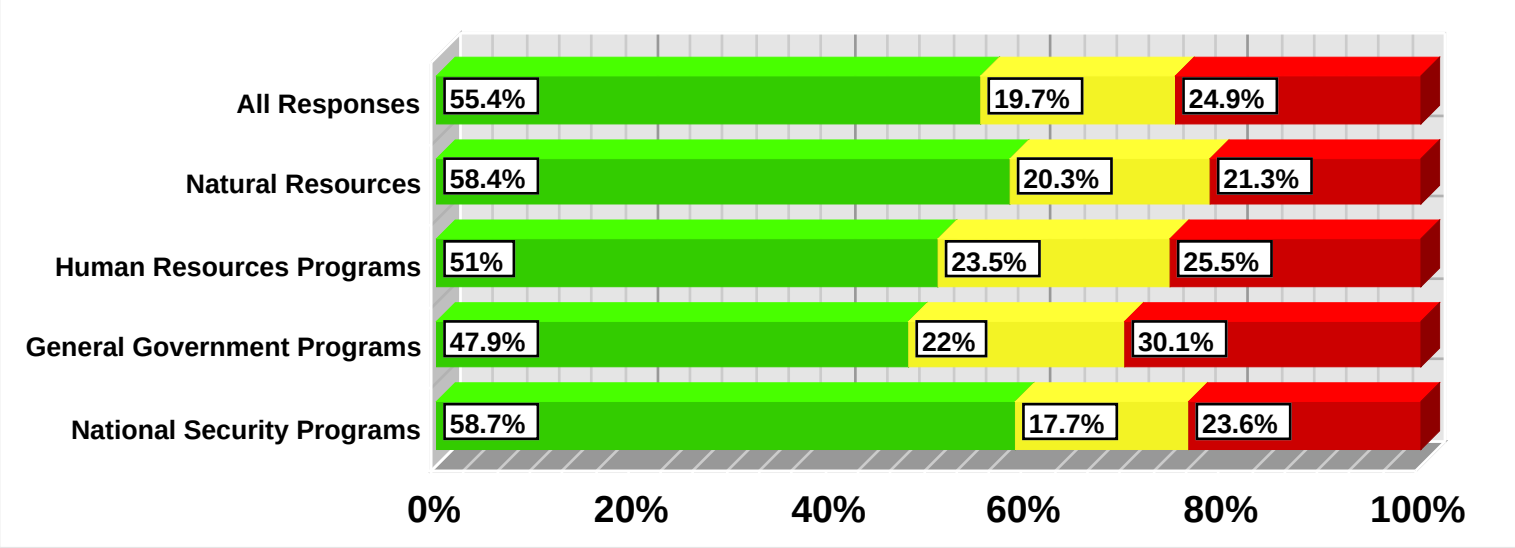# (3) Products and services in my work unit are improved based on customer/public input.