

Attachment: Case study: Apply the problem solution strategy!

Number of methodological Tool	EUPA_LO_105_M_001
Number of attachment	EUPA_LO_105_M_001_Att_1

Case Study

You bought a state-of-the-art computer for the needs of your small business, along with the necessary peripheral devices. Your company paid for the products immediately and actually received them immediately.

The problem started immediately after installation. Two months after the purchase and you still can not:

- Connect to the Internet.
- Work for more than four hours continuously, without the operating system breaking down.

Using the 'problem & solution' method, write a letter asking for a satisfactory solution.

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