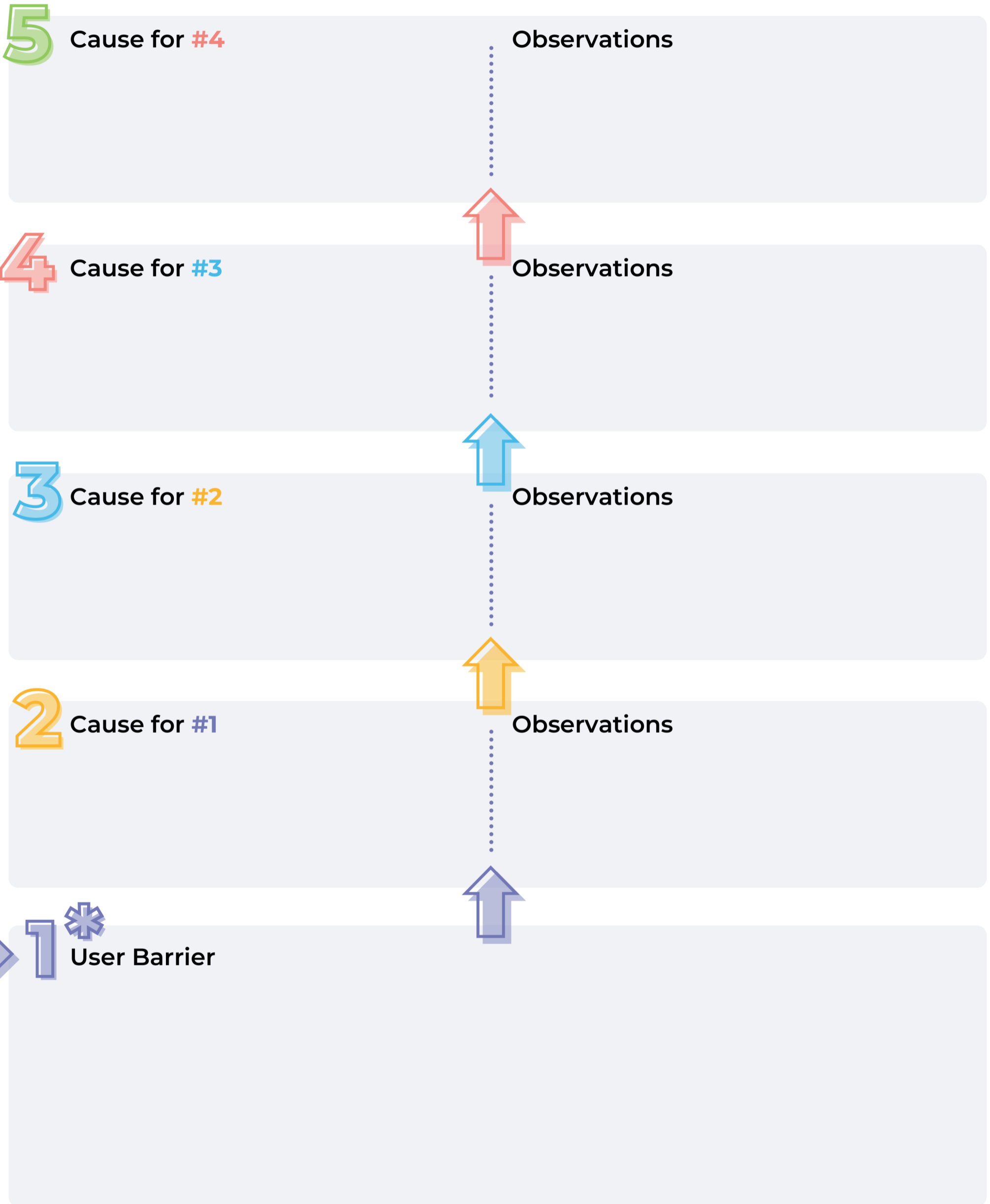


# UPSTREAM EXPLORATION



**How to use this tool:**

Start at #1\* with a User Barrier. Work backwards to find its causes and record your observations or HMW statements for each cause. This tool is best used with:

**Journey Map - Barrier Identification - How Might We Statement**