

1. The first step in the process of identifying a problem is to define the problem clearly. This involves identifying the symptoms and the underlying causes of the problem. Once the problem is defined, the next step is to gather information about the problem. This can be done through research, interviews, and observation. The information gathered should be used to identify the root cause of the problem. Once the root cause is identified, the next step is to develop a plan of action to address the problem. This plan should be based on the information gathered and should be realistic and achievable. Finally, the plan should be implemented and the results should be monitored and evaluated. If the problem is not resolved, the plan should be revised and implemented again.

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1. The following information was obtained from a company's financial statements for the year ended 31 December 2020:

	2020	2019
Revenue	1,000,000	900,000
Cost of Sales	(400,000)	(350,000)
Operating Expenses	(200,000)	(180,000)
Operating Profit	400,000	370,000
Finance Costs	(20,000)	(15,000)
Income Tax	(50,000)	(40,000)
Profit for the Year	330,000	305,000

2. The company's financial statements for the year ended 31 December 2020 also showed the following:

	2020	2019
Retained Profit at the Start of the Year	100,000	100,000
Dividends Paid	(20,000)	(20,000)
Retained Profit at the End of the Year	410,000	305,000