*After reading the case study "Internal Consistency at Customers First" at the end of Chapter 6 of your textbook, write a short paper that adequately answers the following questions:*

* *Do you think that job analysis and job evaluation will benefit Customers First? Why or why not?*
* *What is your opinion of Joan's view on job analysis and job evaluation?*
* *What do you recommend the compensation professionals at Customers First do? Why?*