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graph TD
    Start([Determine the state of services and gather production requirements related to this]) --> C1([Decide how to improve gyms / leisure centres issues + services using pervasive computing])
    C1 --> C2([Assess the achievement of improving, maintaining and controlling services in gyms + Leisure centres])
    C2 --> C3([Take control action to ensure the improvement, maintaining and control of services is done to the satisfaction of the members])
    C3 --> C4([Determine the capability required for each activity])
    C4 --> C5([Allocate activities to actors])
    C5 --> C6([Take control action to map capabilities to requirements])
    C6 --> C7([monitor the matching capabilities to requirements])
    C7 --> C8([Determine owners performance expectations])
    C8 --> C9([Determine performance measures])
    C9 --> C10([Take control action to achieve expectations])
    C10 --> C11([monitor design performance])
    C11 --> C12([Take control actions to ensure conformance])
    C12 --> C13([monitor performance])
    C13 --> C14([Assess the impact on each activity])
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