When you submit the answers for each chapter, they must be cited and grammatically correct, as well as have proper APA style references at the end. Each question should be addressed in a substantive paragraph. Double space between questions, but single space question answers.

You will be researching Bank of America for the questions below

**Organizational Agility**

1. What is your organization’s core competence? Describe how it organizes around this core capability.
2. Describe your organization’s approach to customer relationship management (CRM). Is it known for quality? If not why? If so, how do they do it?