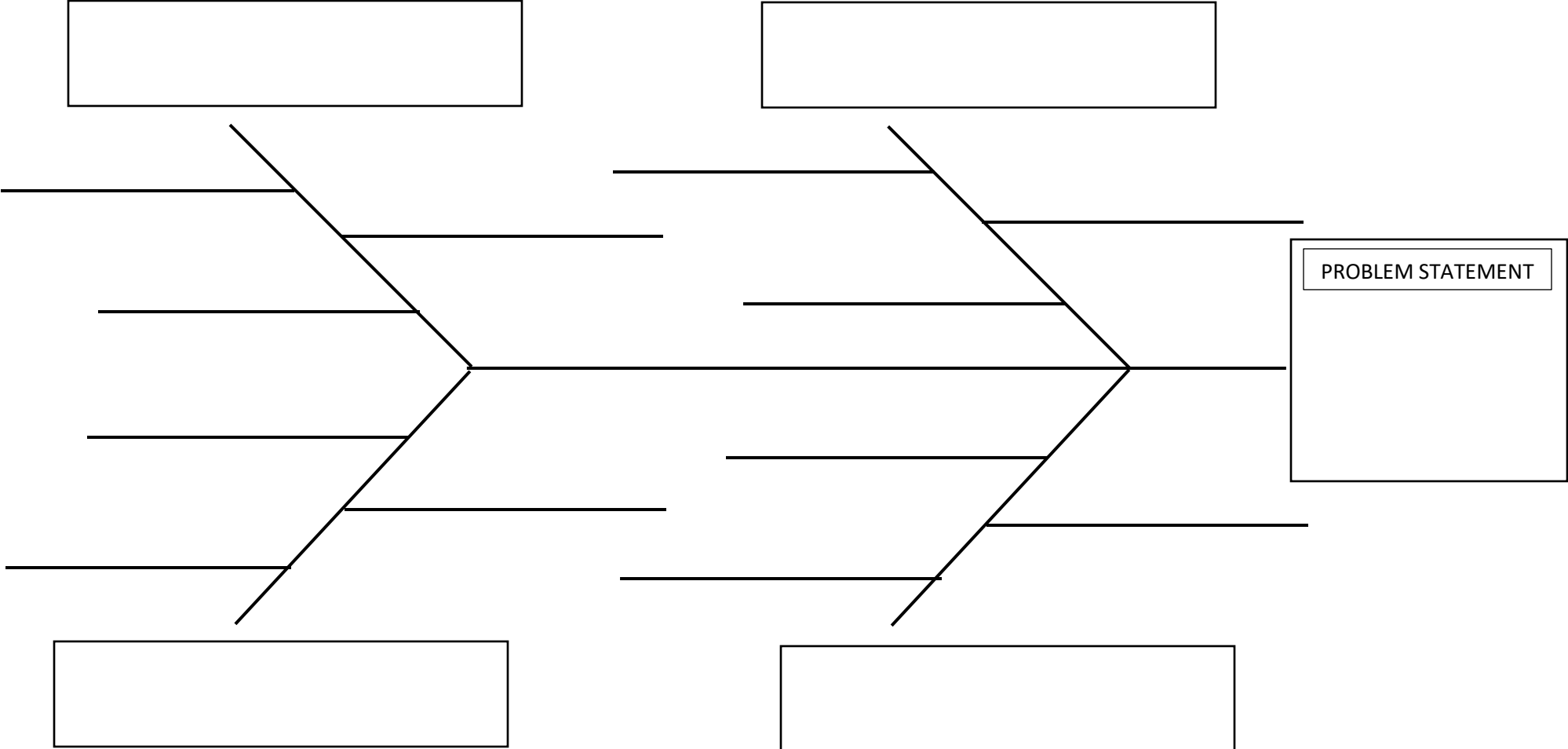


FISHBONE DIAGRAM



DRIVER DIAGRAM

AIM

PRIMARY DRIVER

SECONDARY DRIVER

CHANGE IDEAS