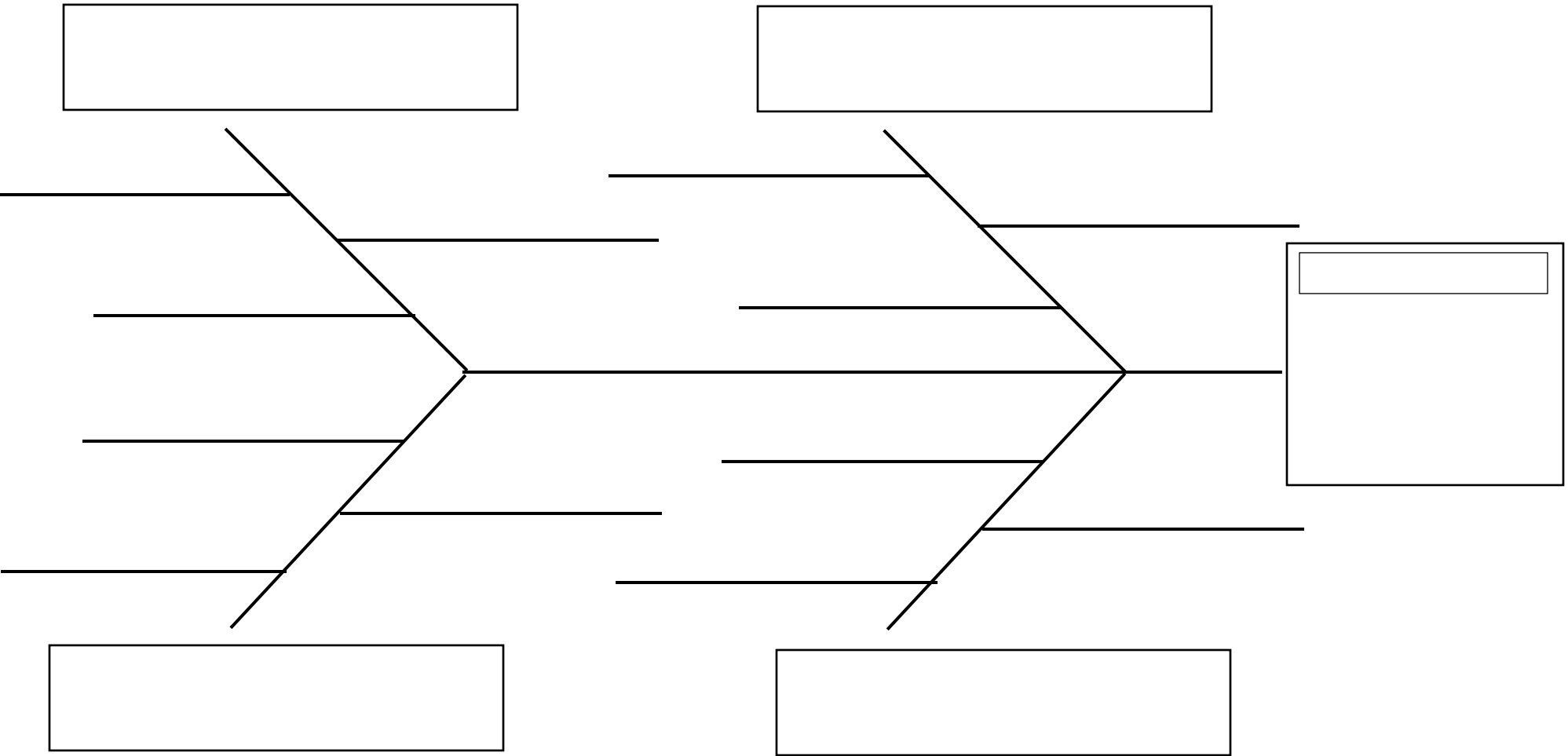


FISHBONE DIAGRAM



DRIVER DIAGRAM

AIM

**PRIMARY
DRIVER**

**SECONDARY
DRIVER**

**CHANGE
IDEAS**