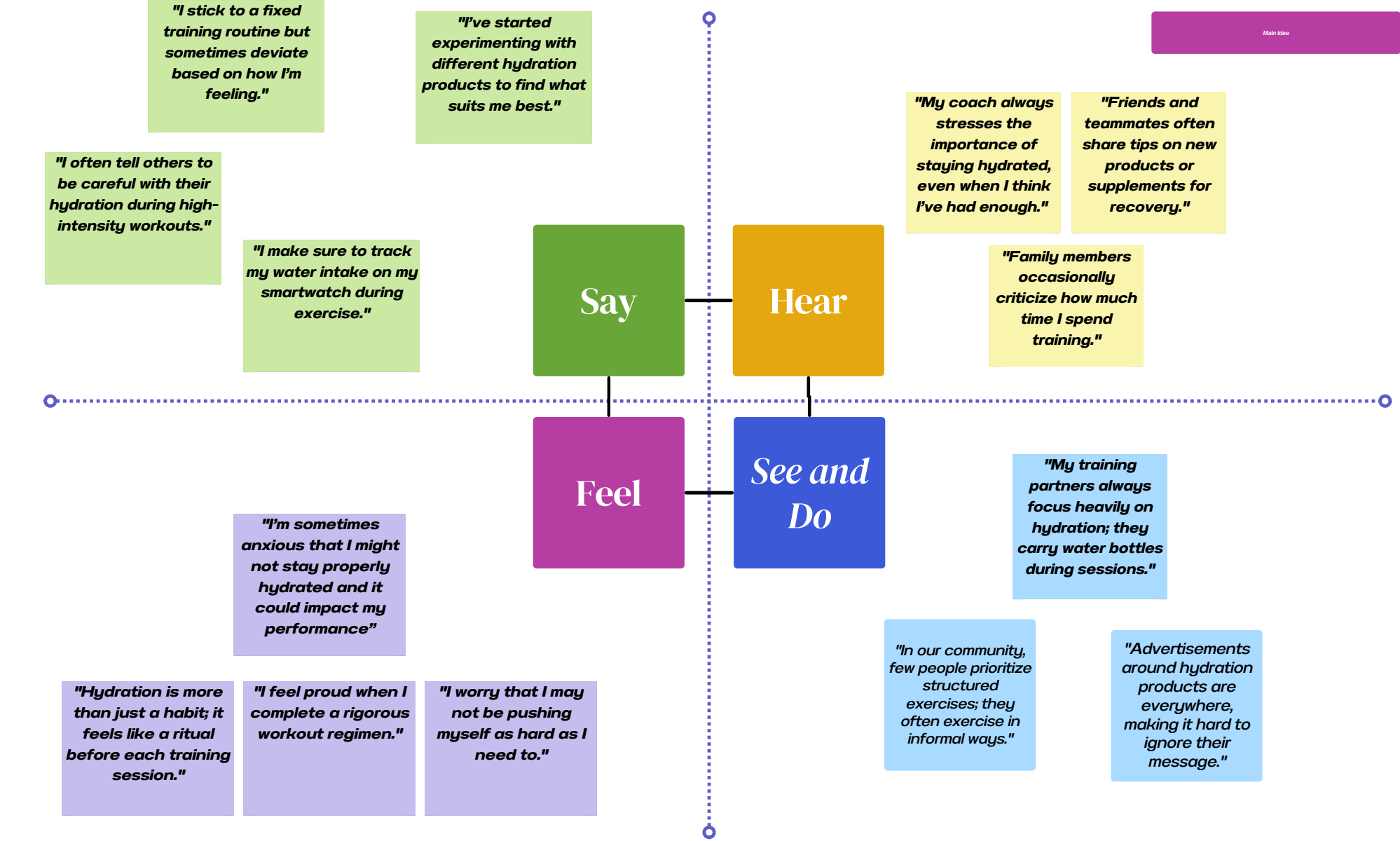
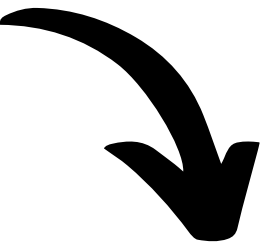
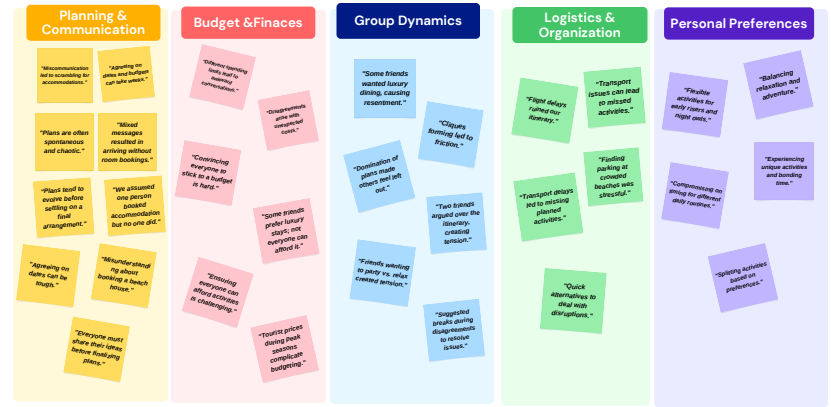


# Empathy Map



# Affinity Diagram



# Conclusions

