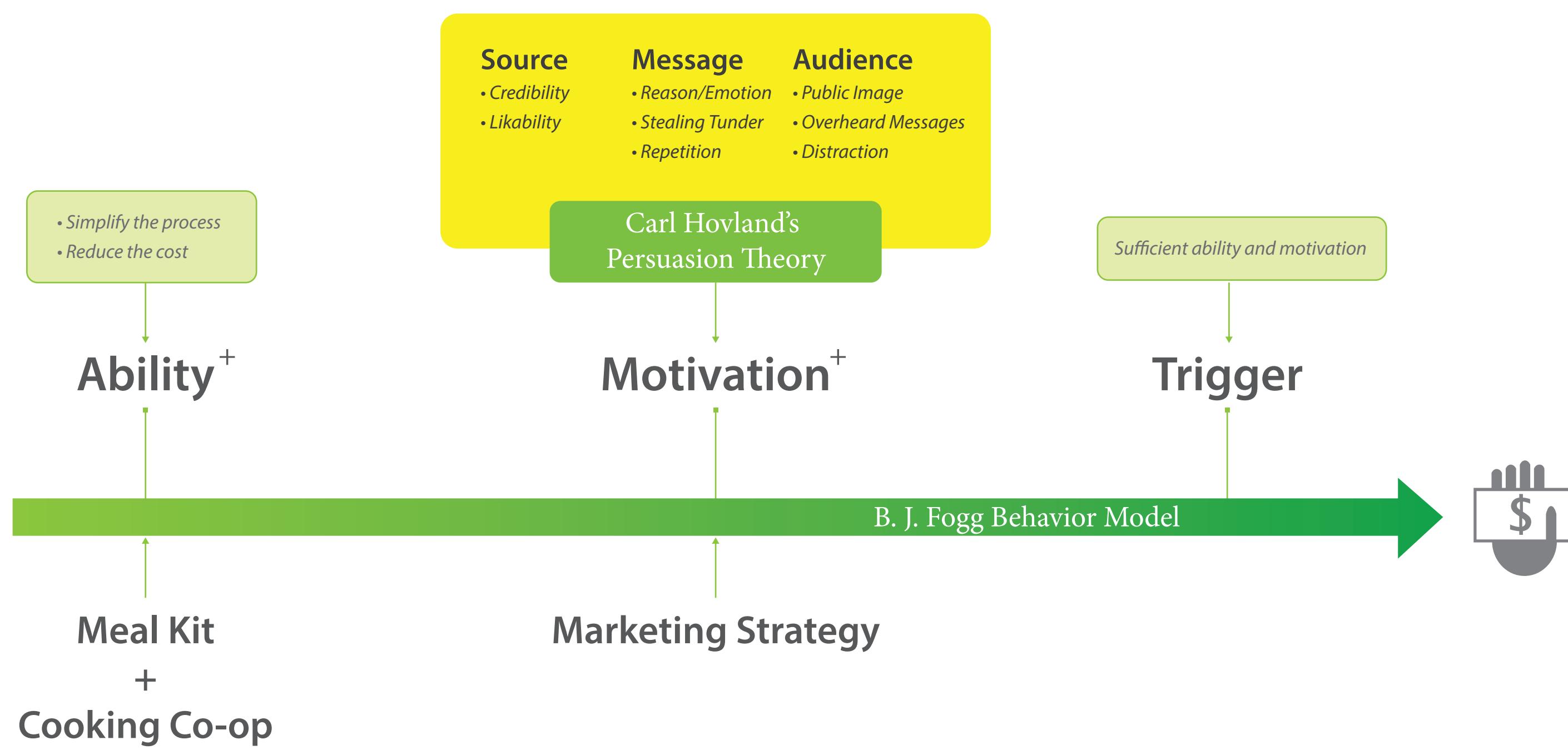
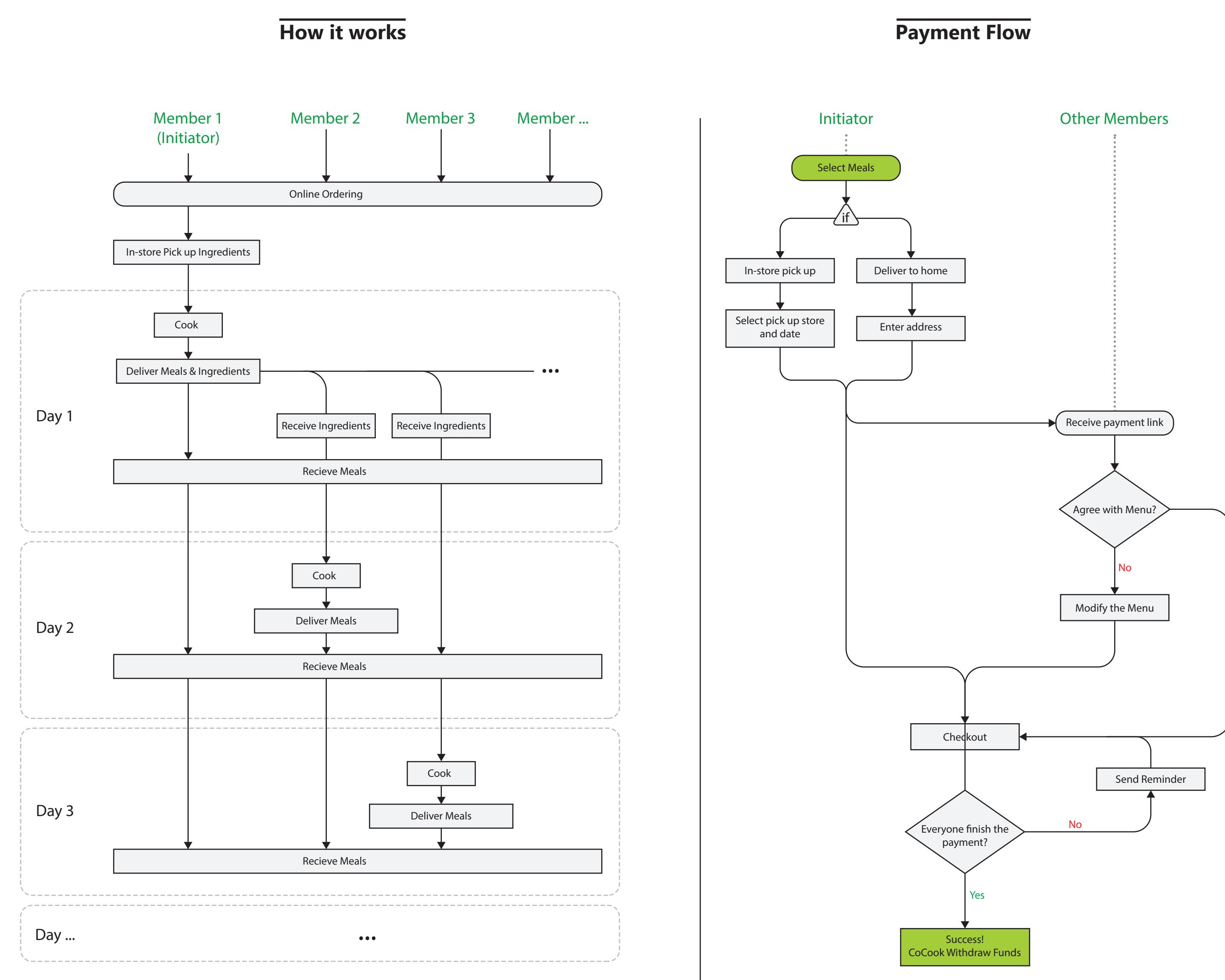




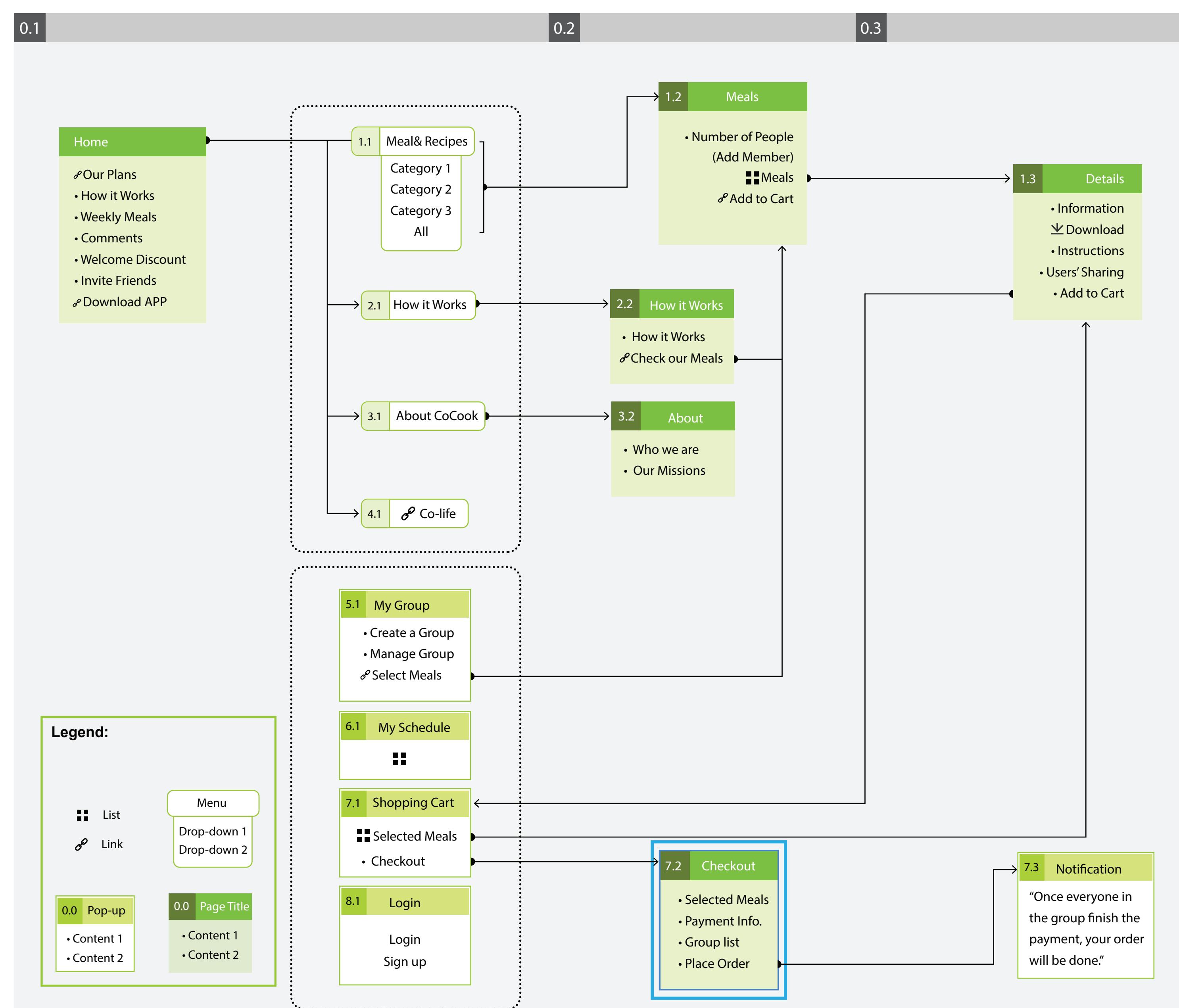
# GUIDELINE



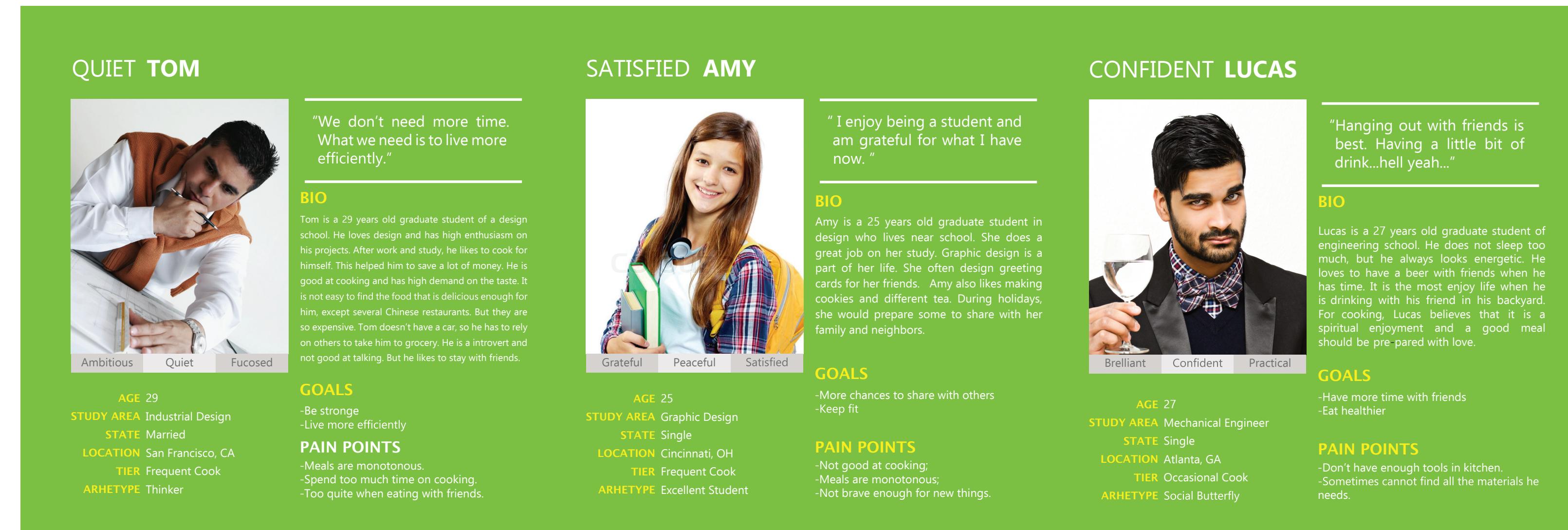
# SERVICE DESIGN



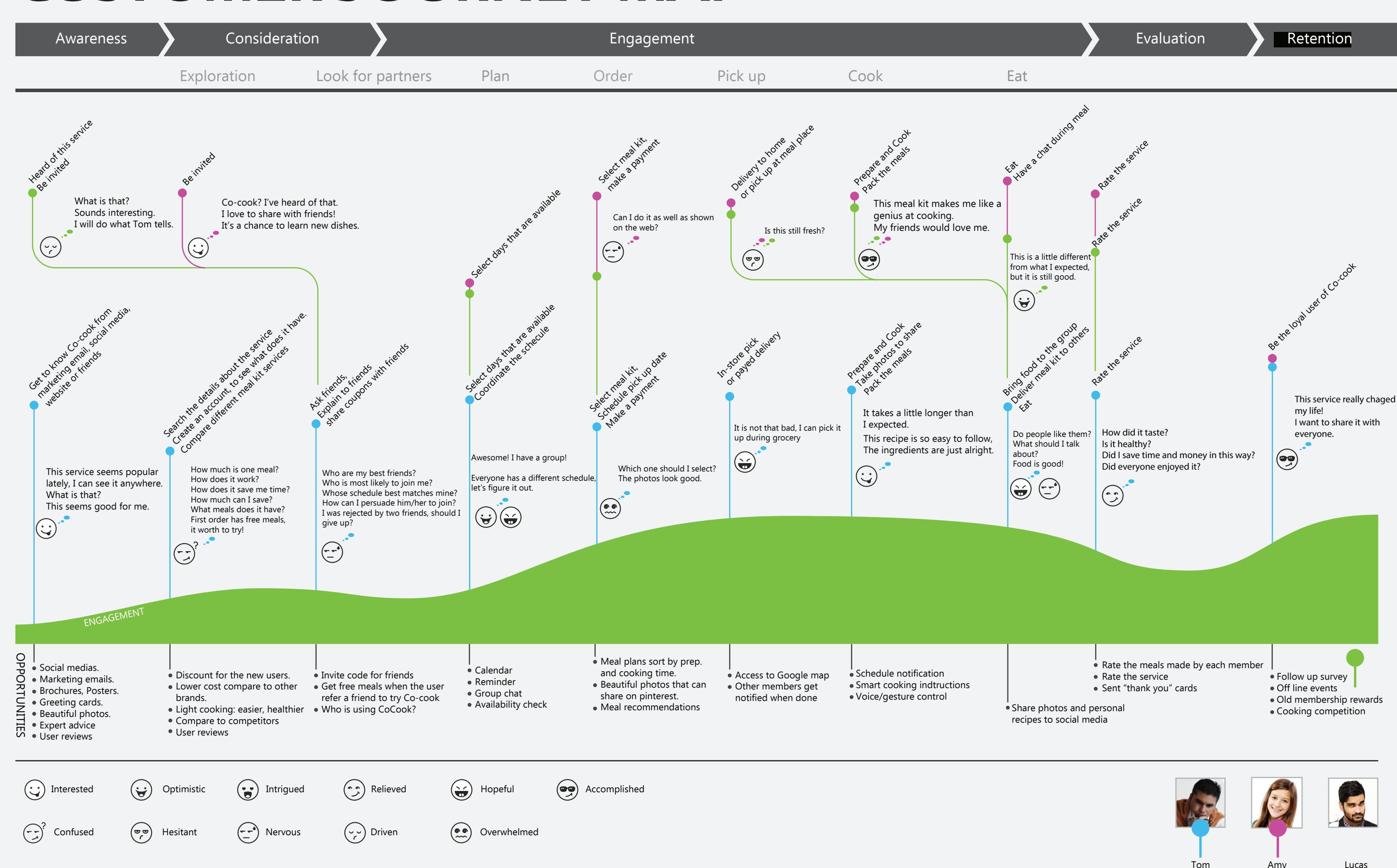
# COOK WEB SITEMAP



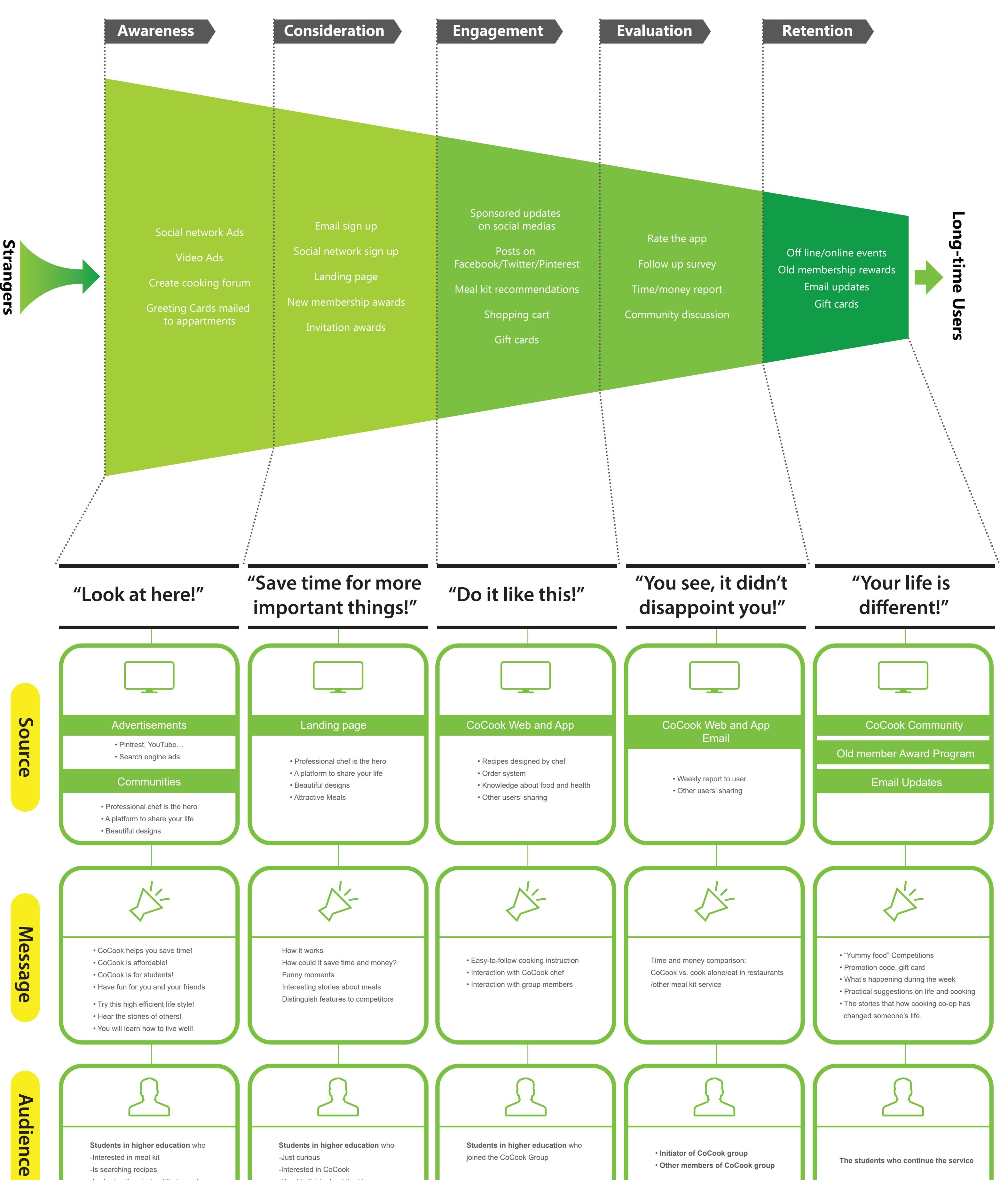
# PERSONAS



# CUSTOMER JOURNEY MAP



# Lead Nurturing Plan



# Zhenhua Yang

The image shows the letters 'D', 'I', and 'A' in white on a black background. A red crosshair (a horizontal and vertical line intersecting at the center) is overlaid on the letters. The letter 'D' is positioned in the top-left quadrant, 'I' in the center, 'A' in the top-right quadrant, and the letters 'P', 'M', 'D', 'E', and 'S' are partially visible in the bottom row.