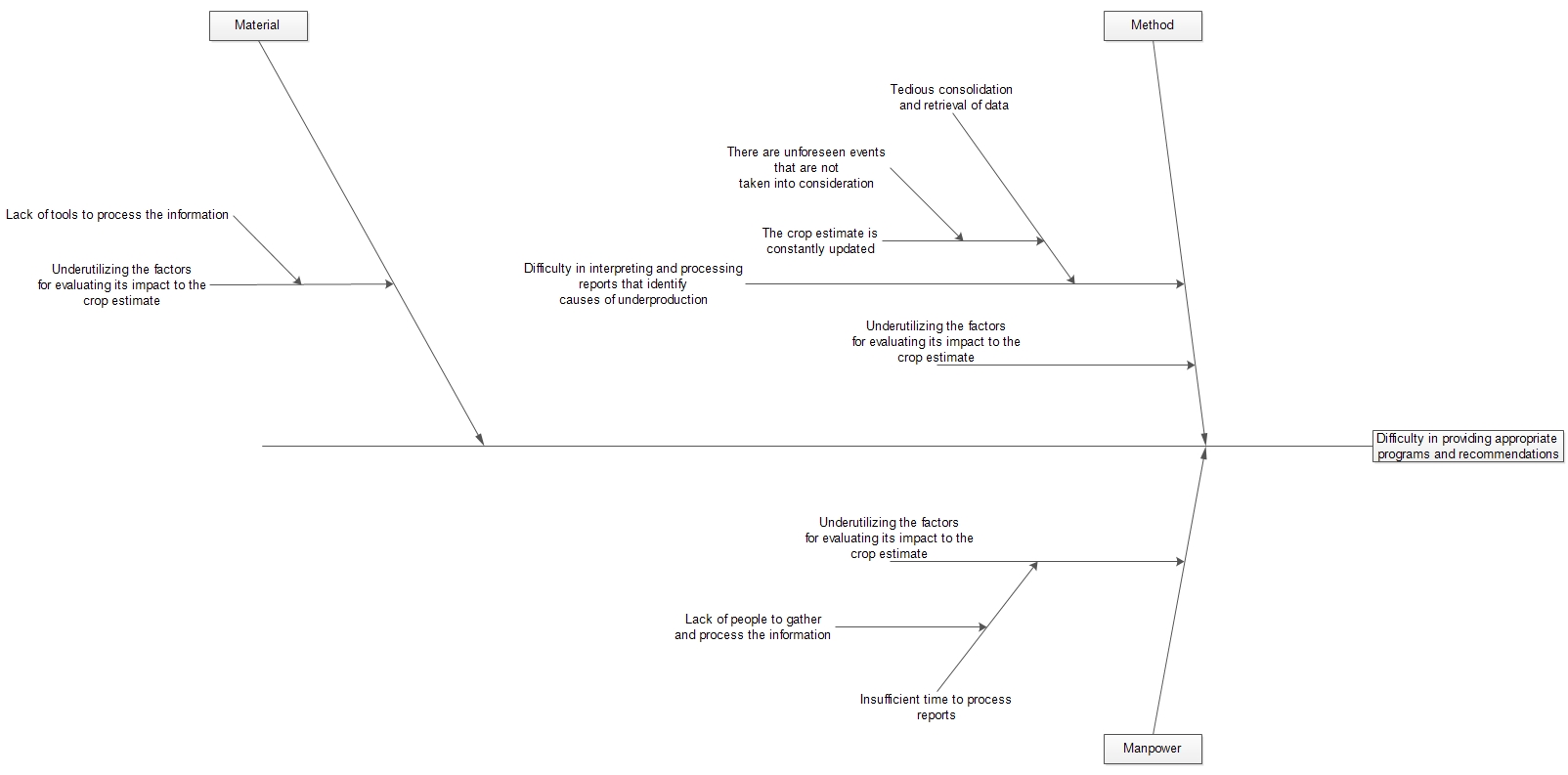
**Appendix A: Ishikawa Diagram**

****