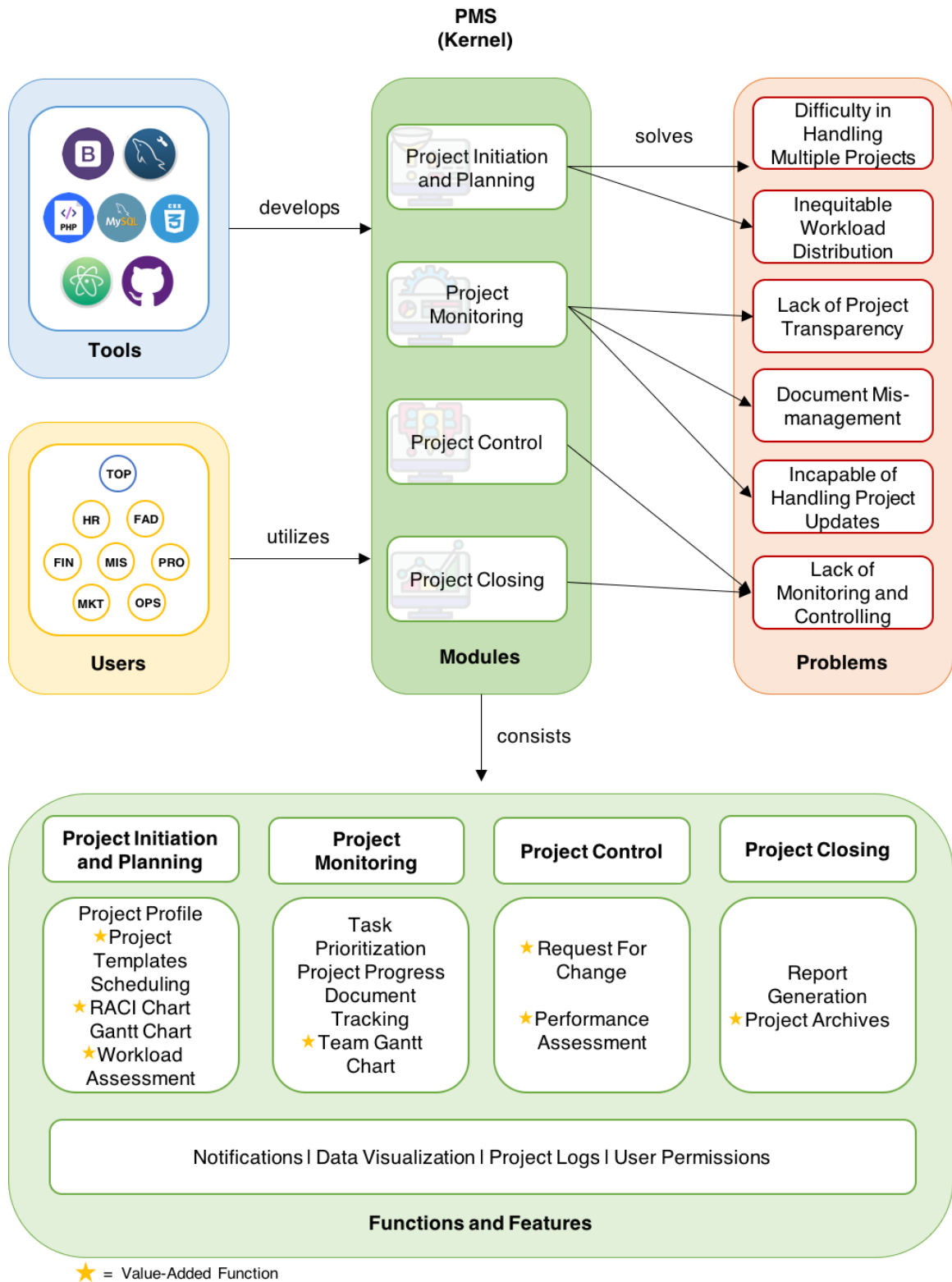Appendix A. Conceptual Framework

Figure 1-1 Conceptual Framework