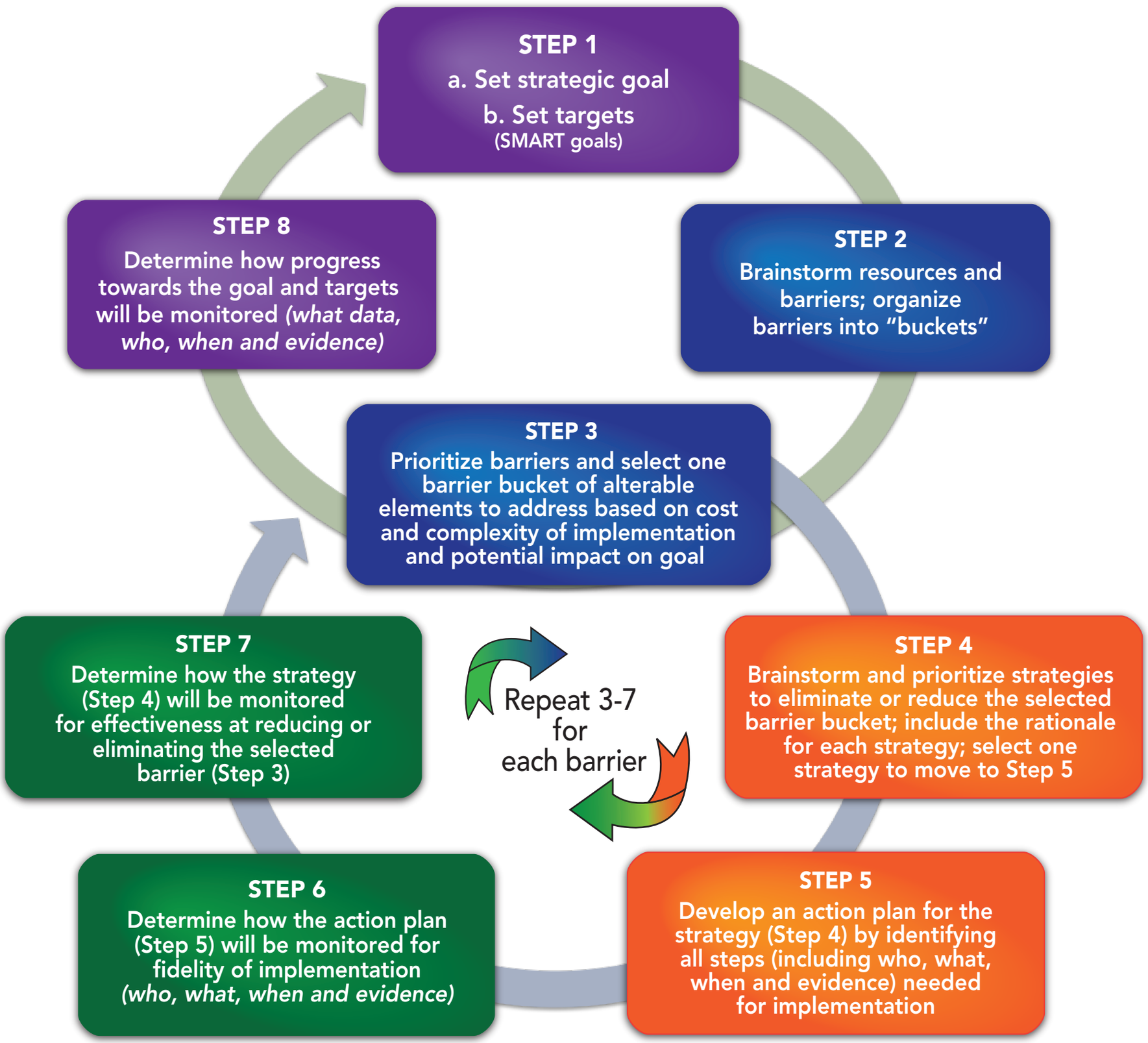
8-Step Planning and Problem-Solving Process

for Continuous Improvement