

Fig. 1 Tree hierarchy model

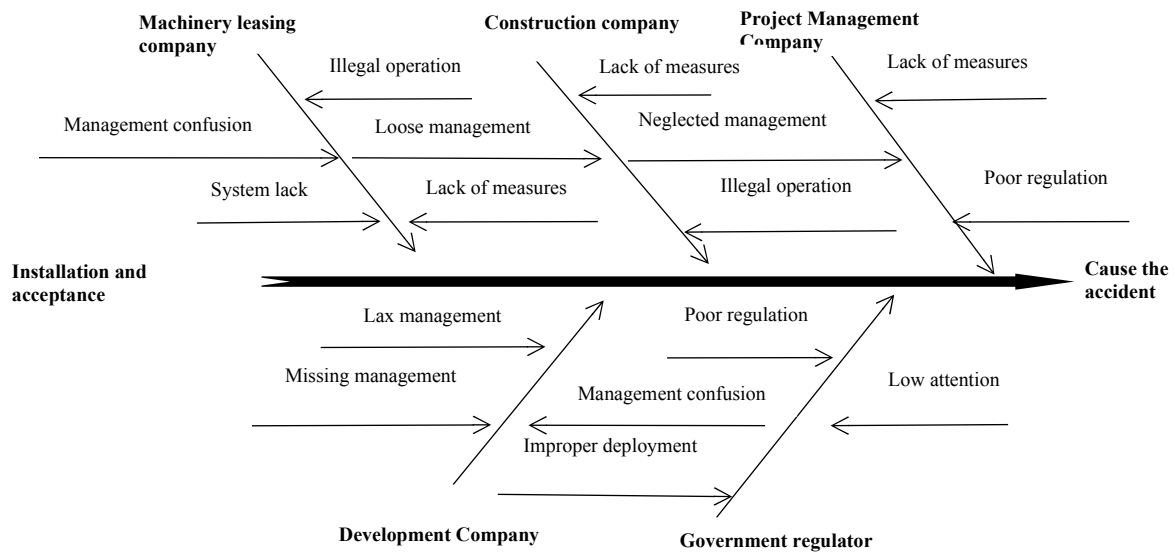


Fig. 2 Fishbone analysis diagram