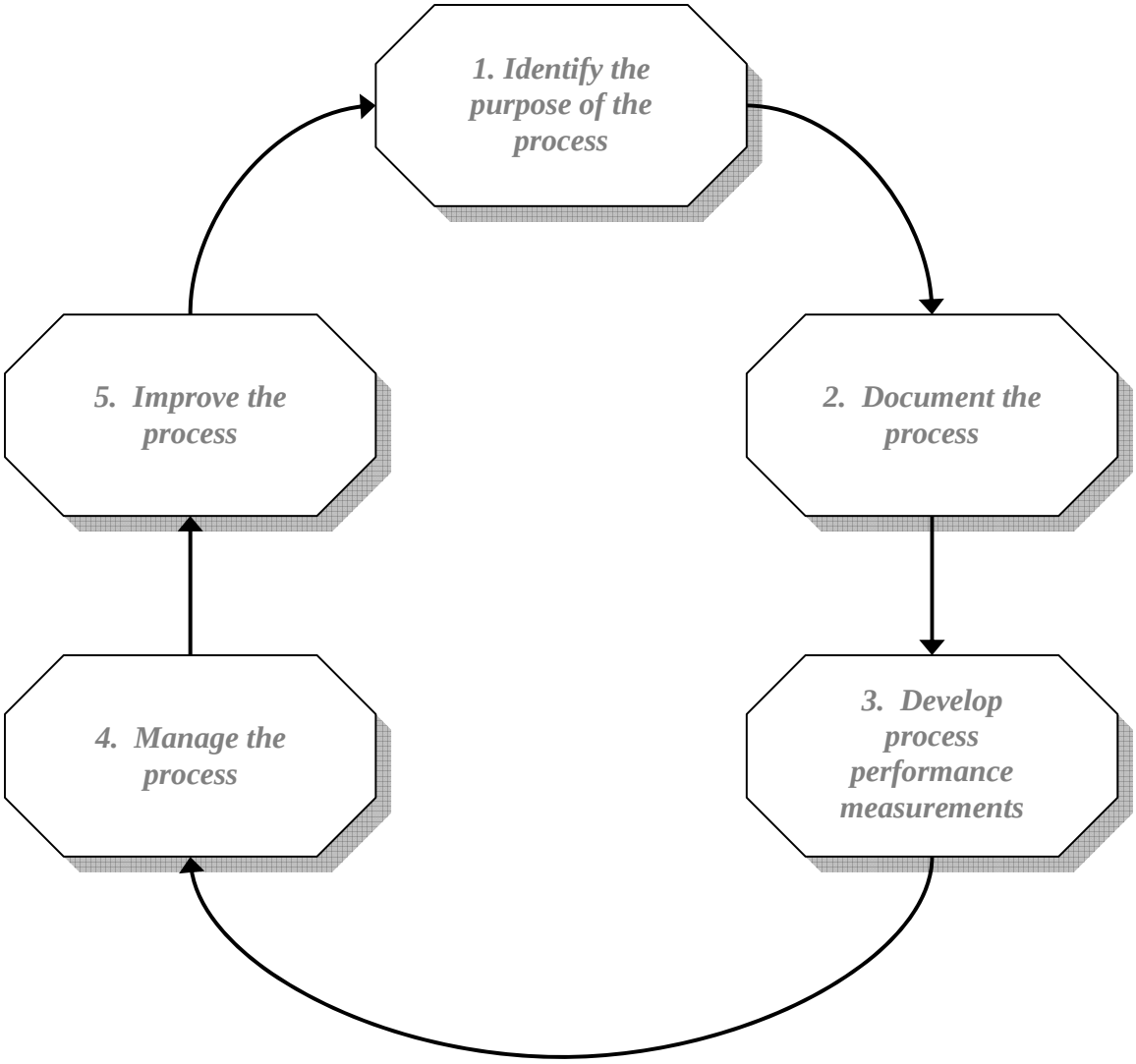
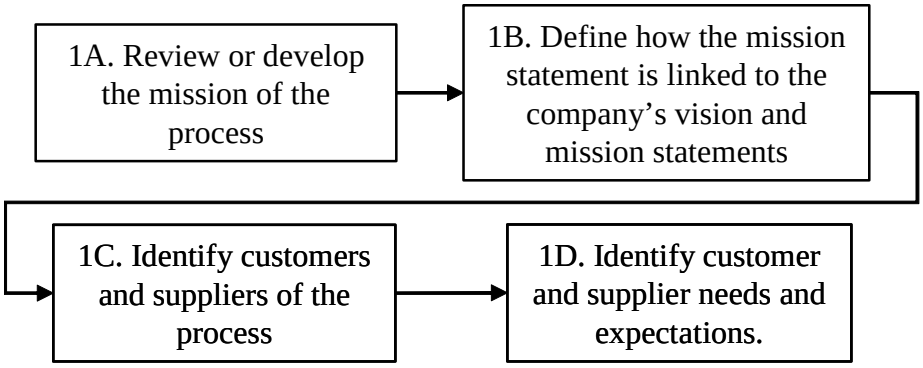
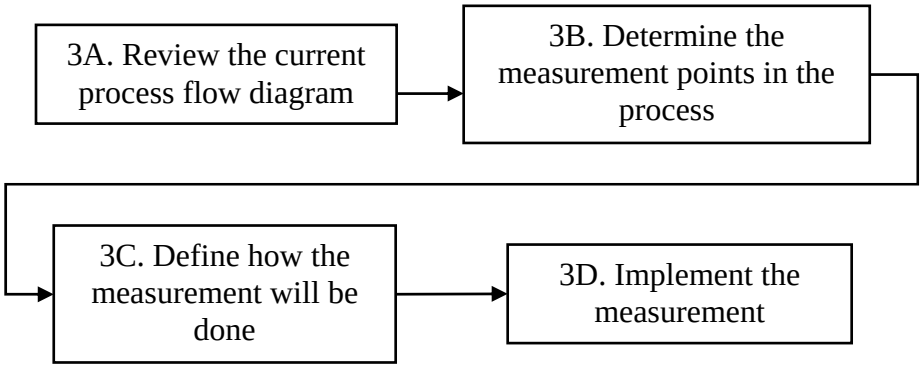
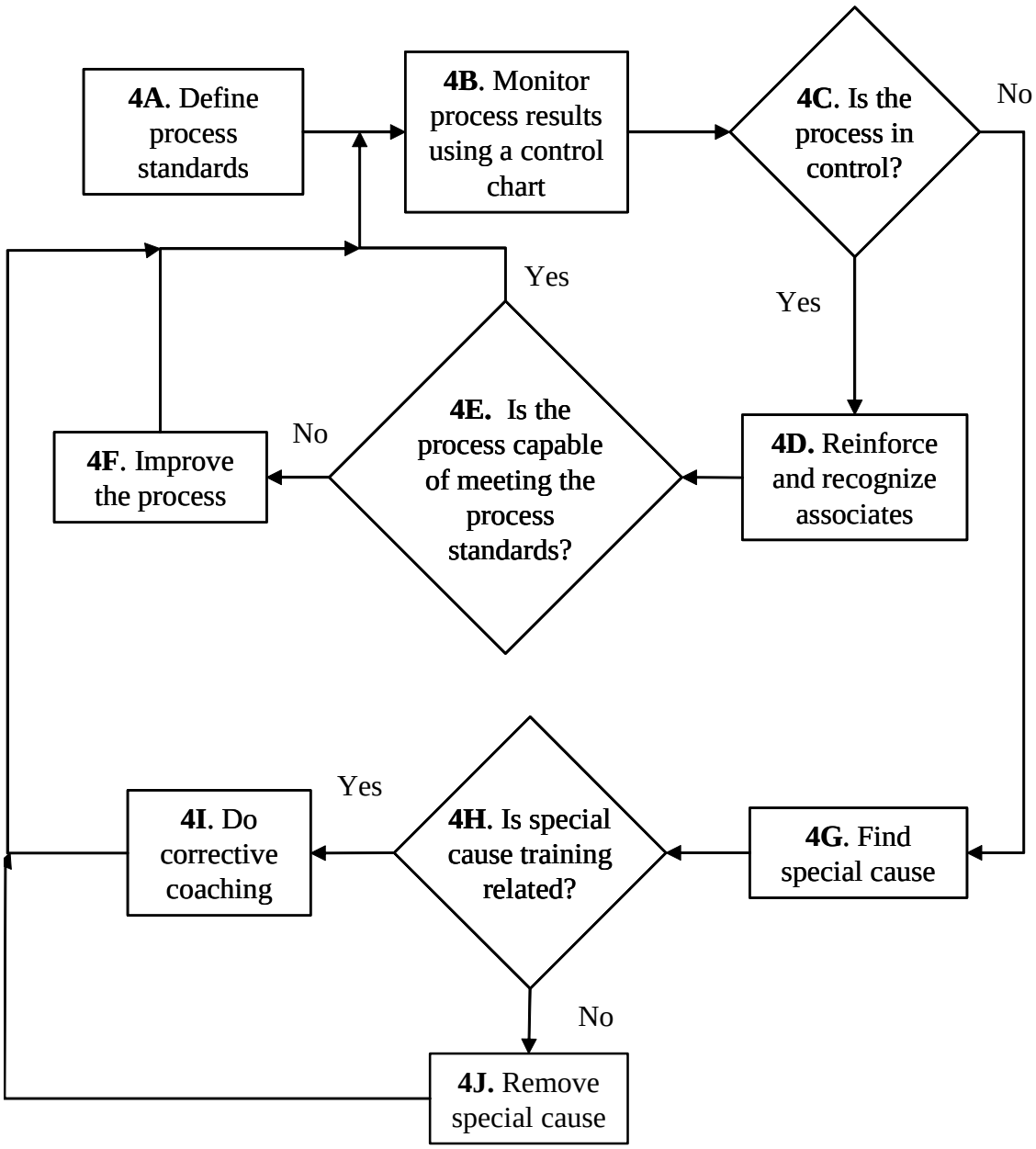
Process Management Model



Step 1: Identify



Step 3: Measure



Step 4: Manage