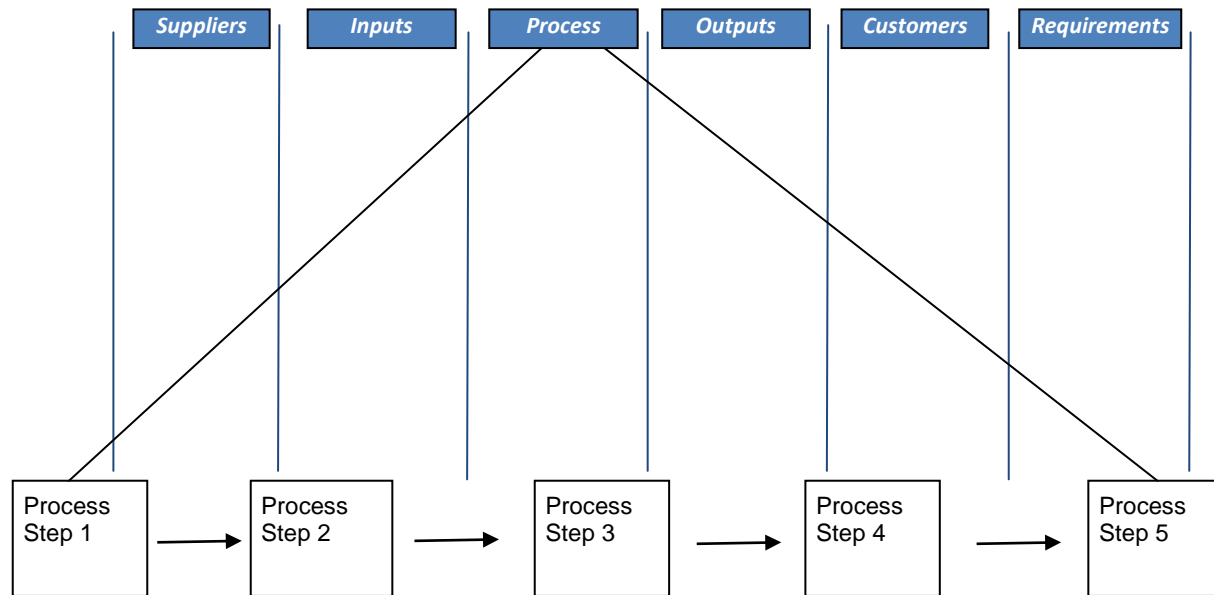


SIPOC Diagram



Source: www.iSixSigma.com