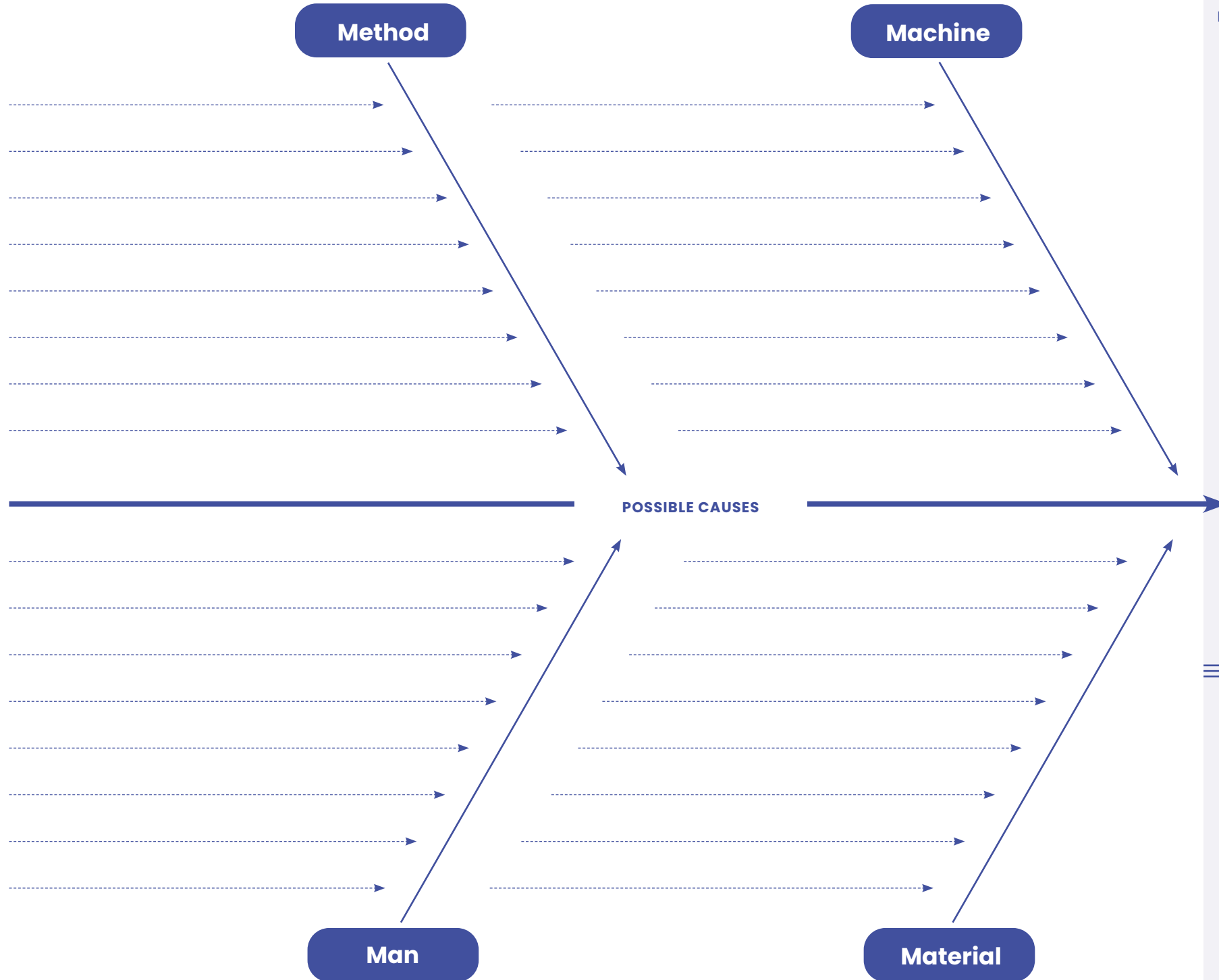


Fishbone diagram



PROBLEM