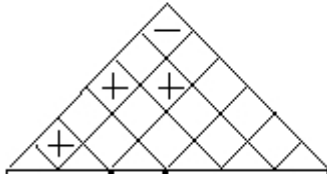
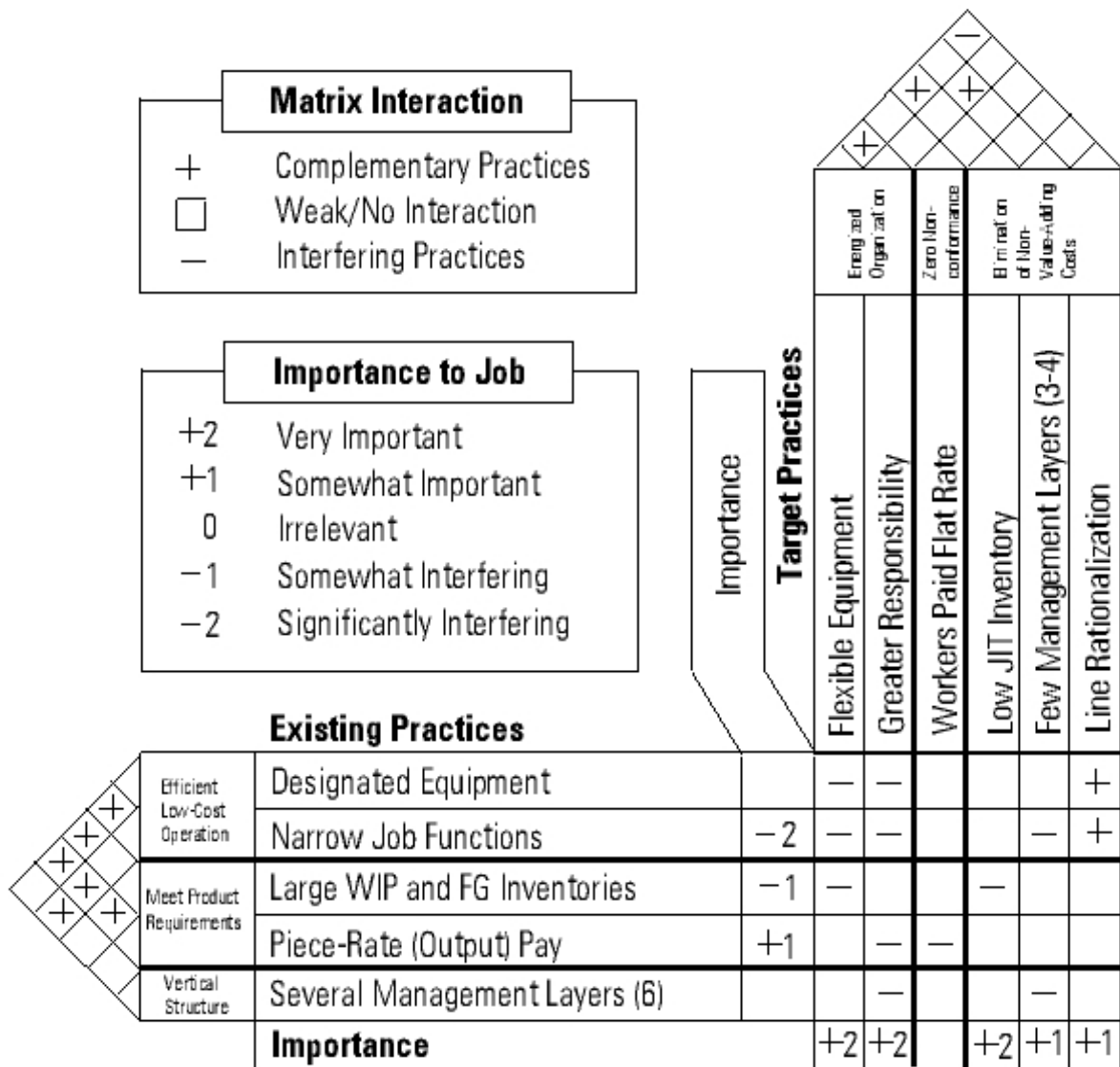


Figure 4 The Matrix of Change



Efficient Organization

 Zero Non-conformance

 Minimization of Non-Value-Adding Costs