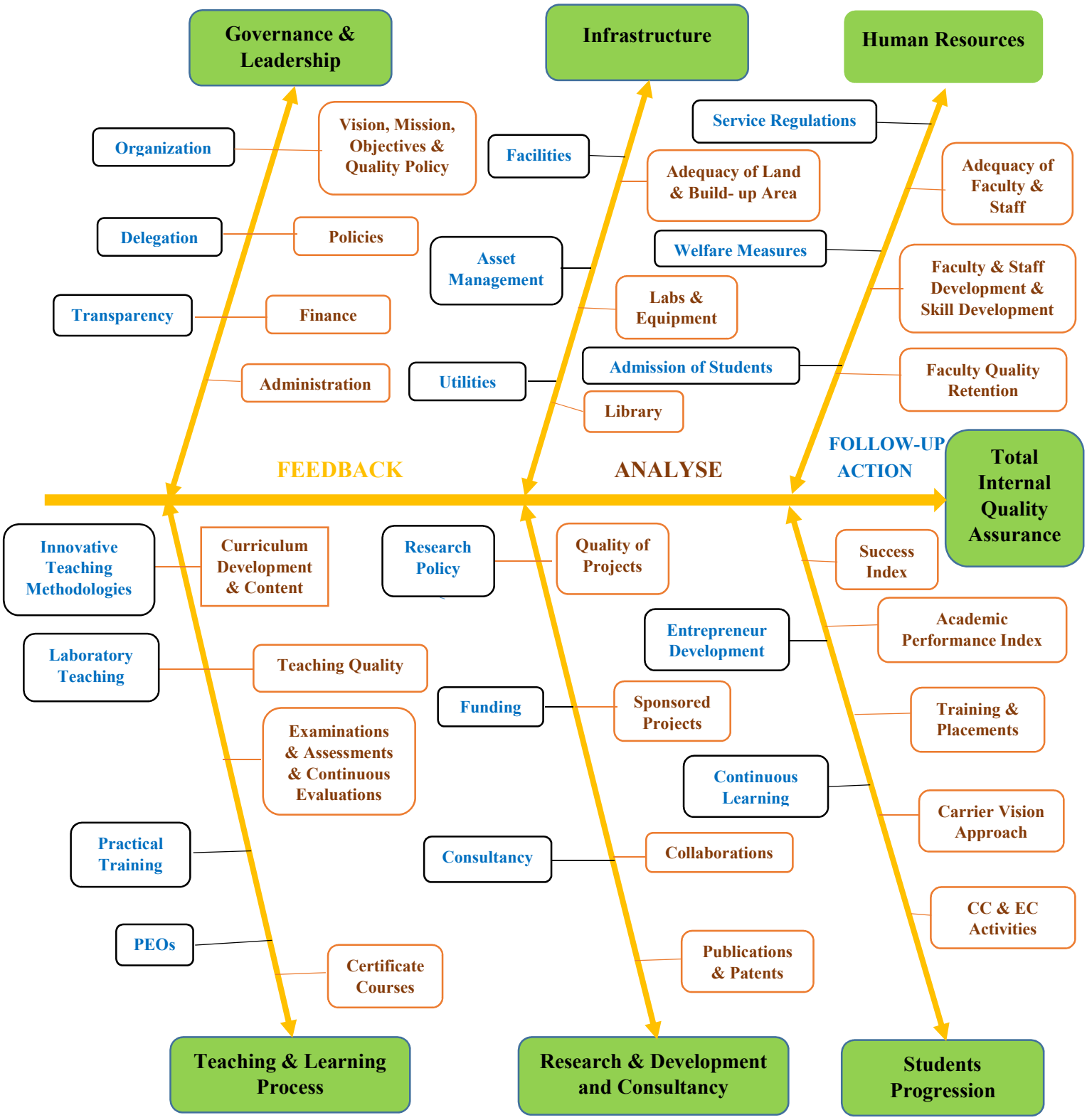FISH BONE CHART – MITS