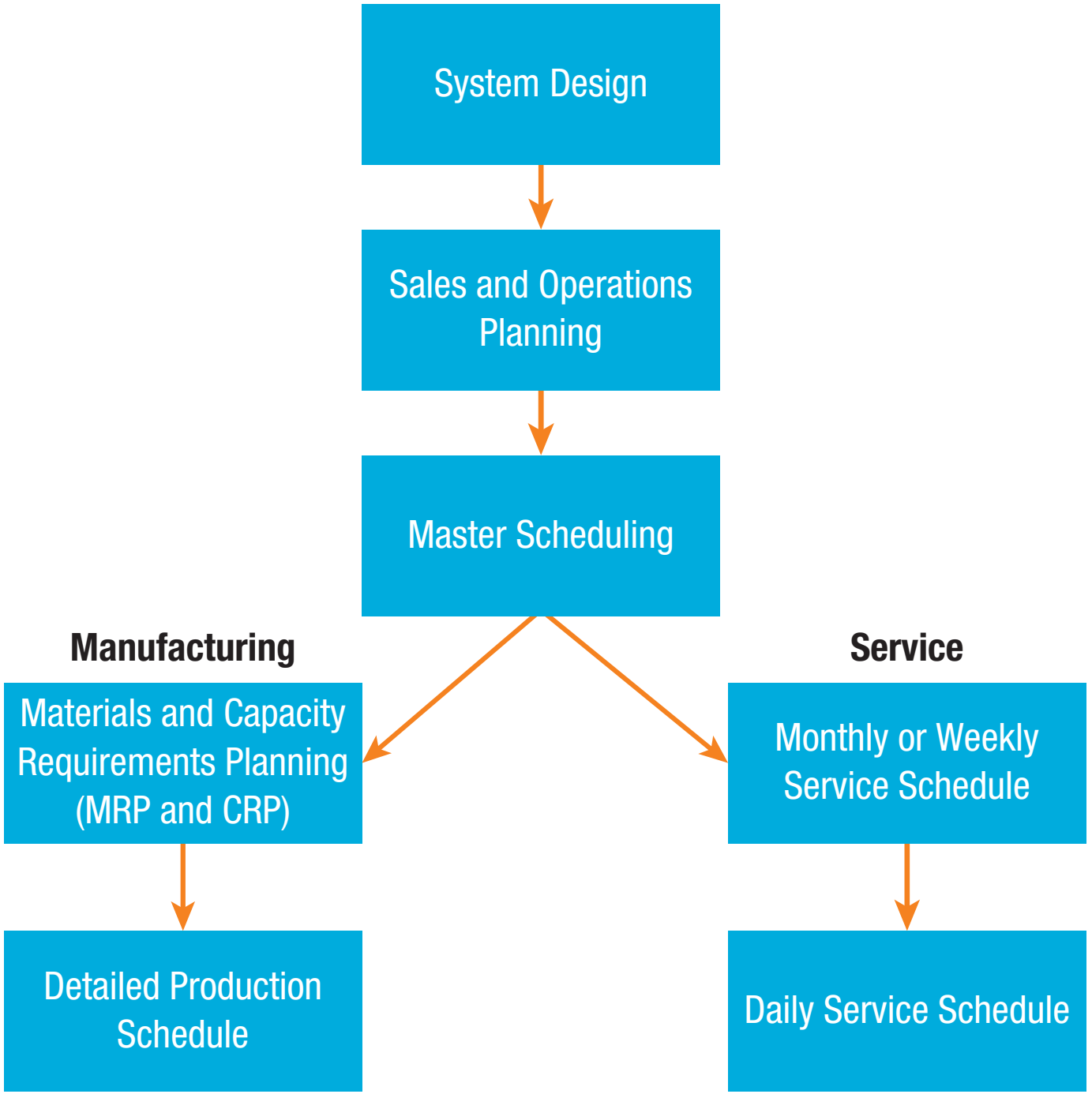FIGURE 19.1: Hierarchy of Operations Decisions