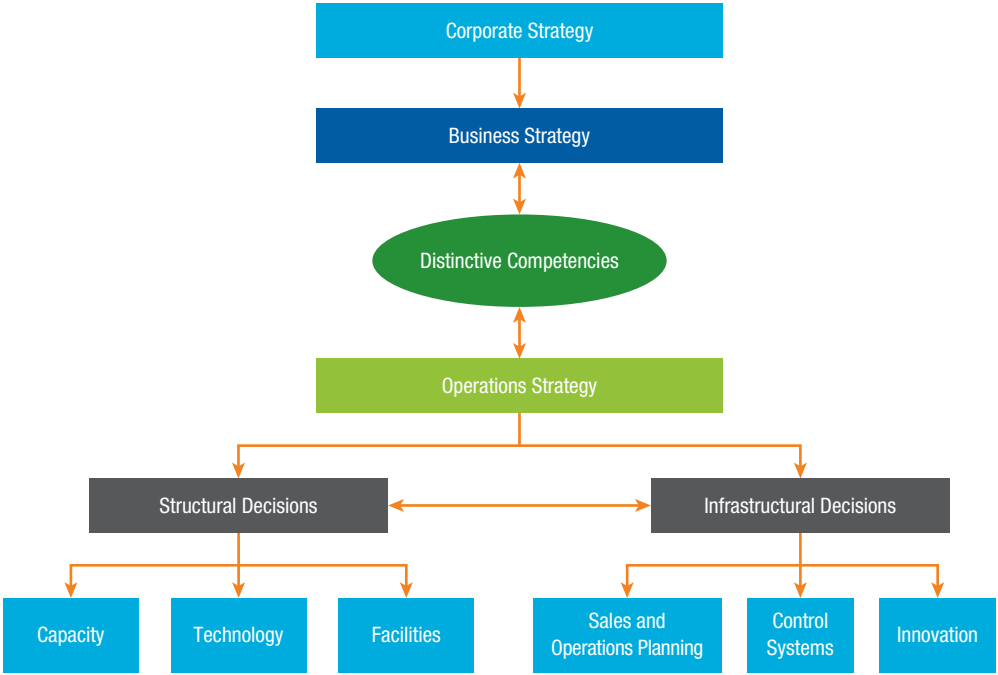FIGURE 2.4: Operations Strategy Framework