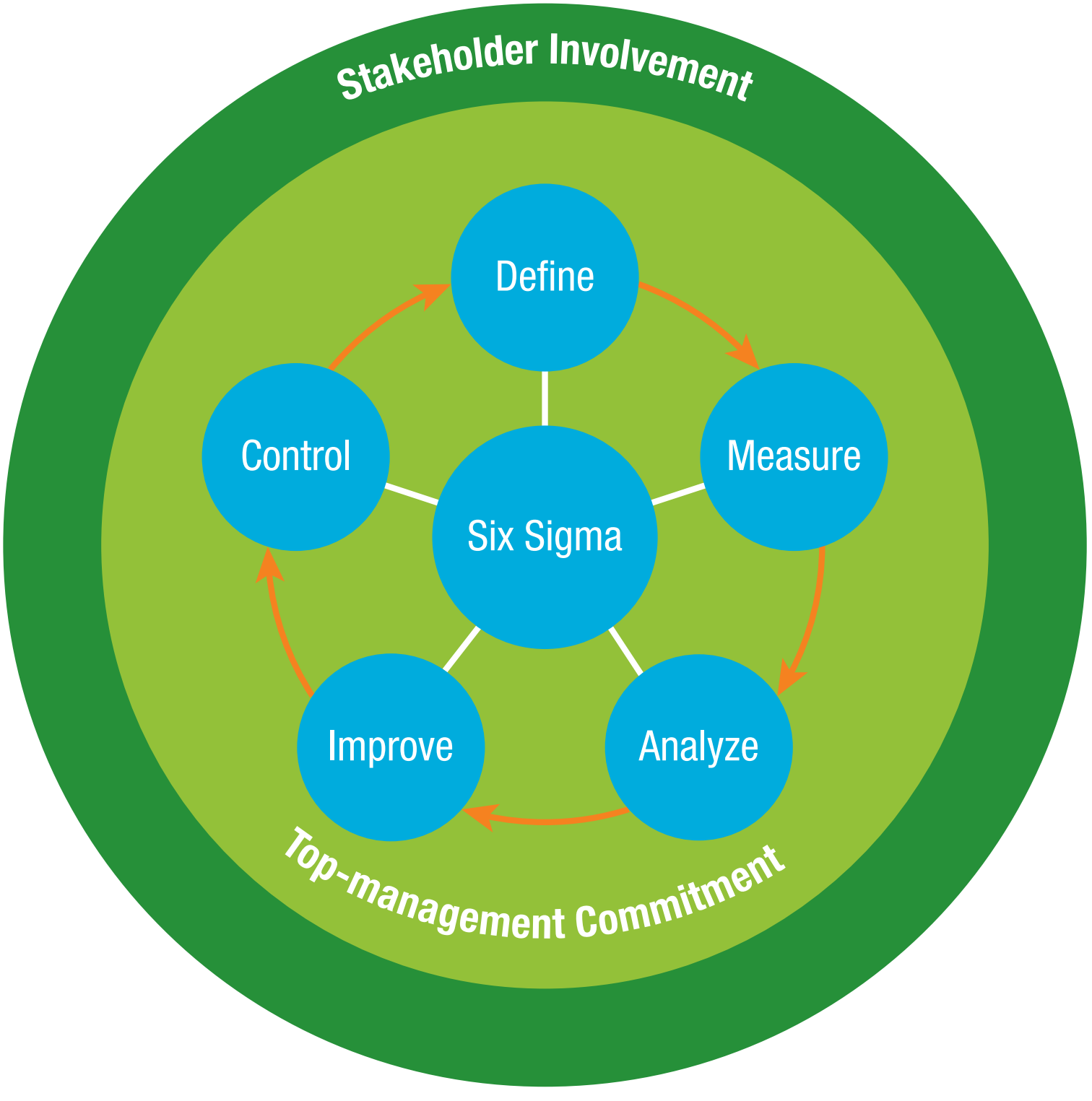FIGURE 5.4: Six Sigma Steps