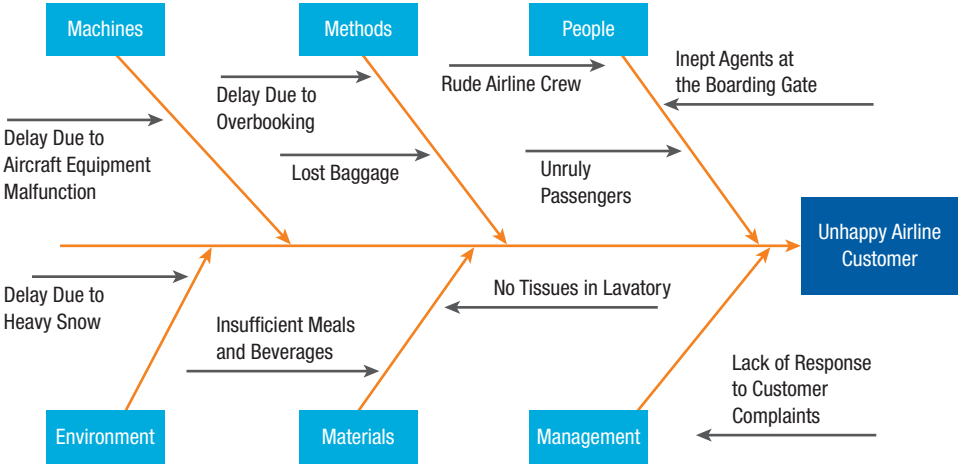FIGURE 6.7: Cause-and-Effect Diagram for a Service Process