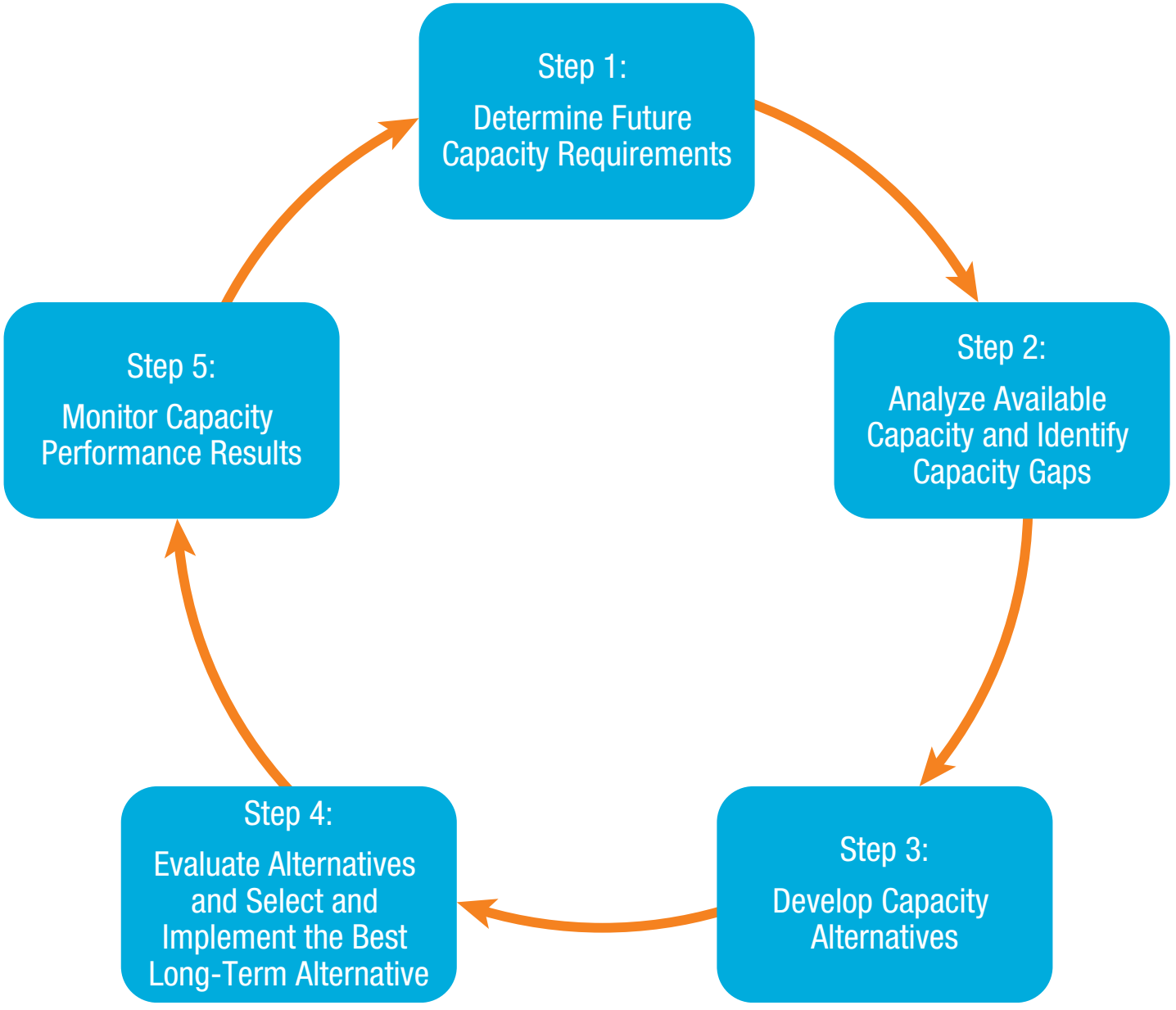FIGURE 7.2: Steps in the Capacity Planning Process