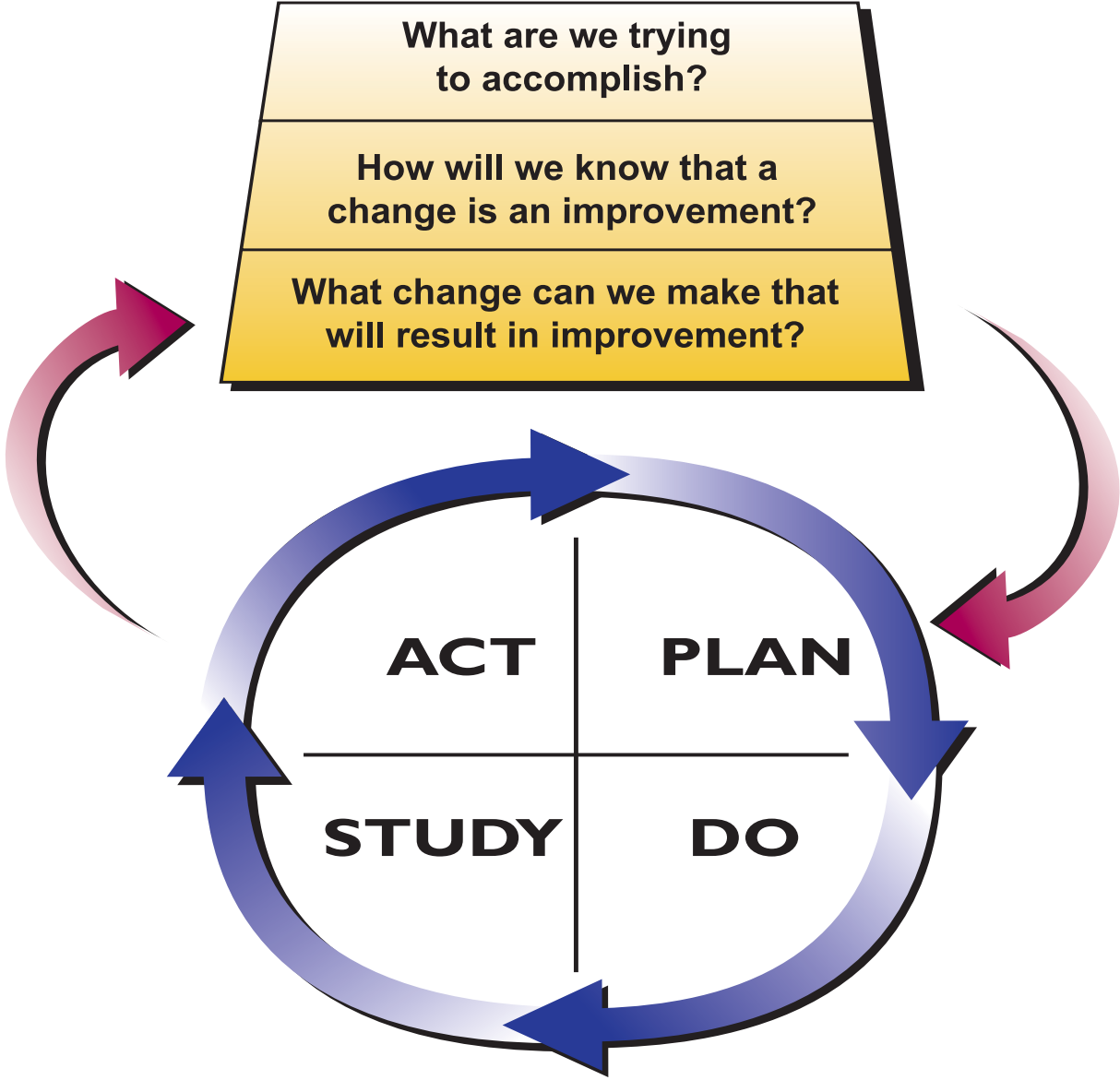


Model for Improvement



Nolan Application: "The Improvement Guide," Langley, Nolan, et.al.