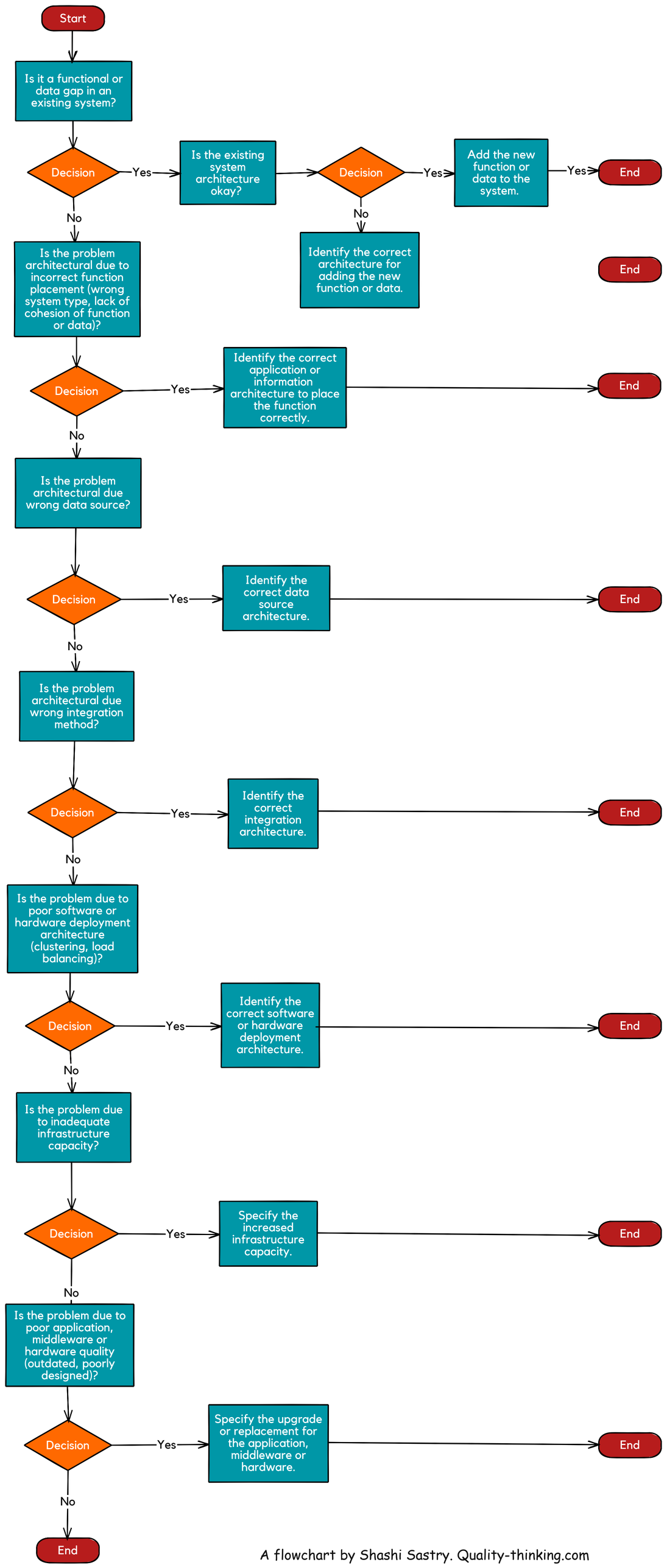

A flowchart by Shashi Sastry. Quality-thinking.com