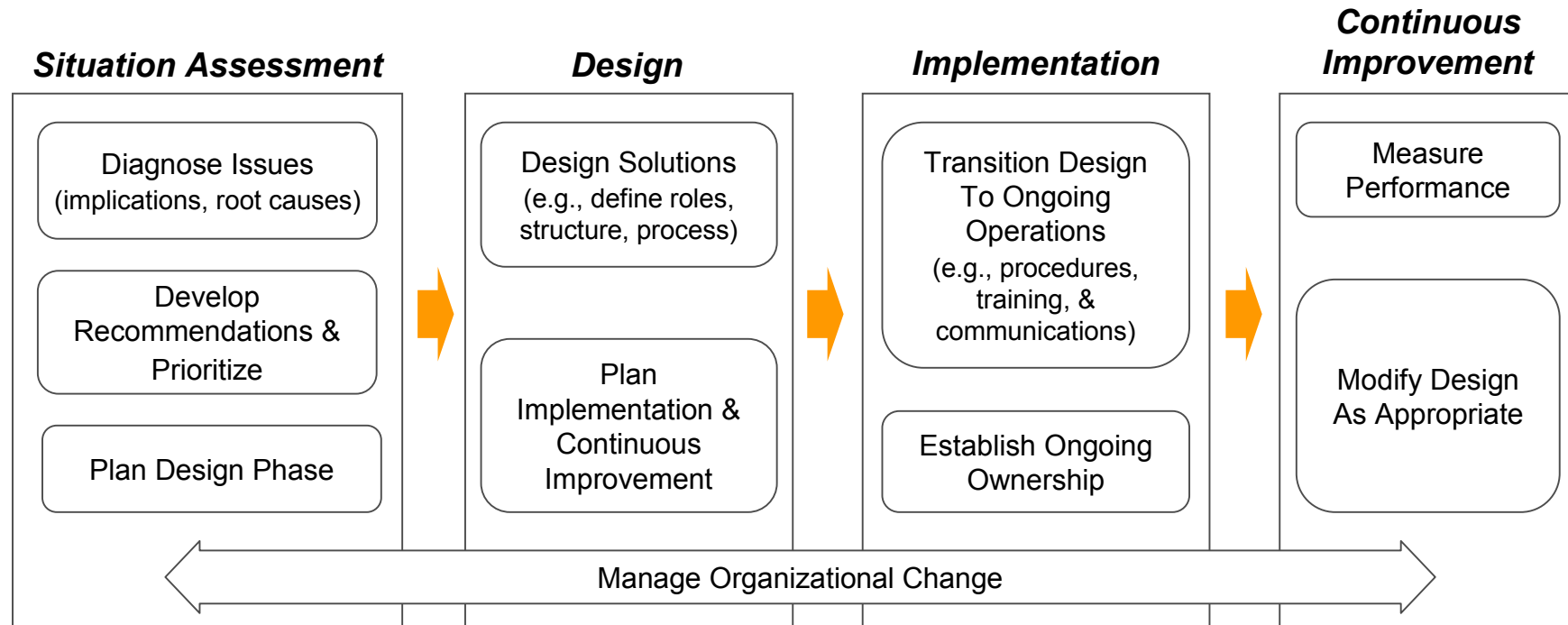


Steps In A Typical Improvement Initiative

Active oversight by senior leaders throughout



S&A Role

Client Role & Ownership