TOTAL BALDRIGE MANAGEMENT SYSTEM
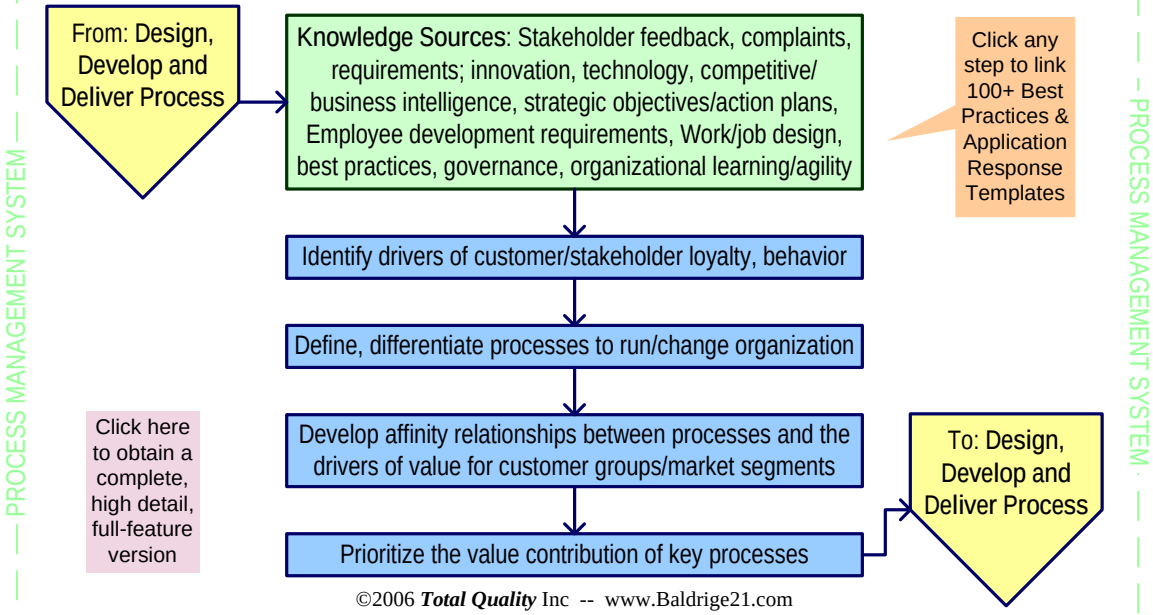
Figure 6.1a-_: Key Processes Determination