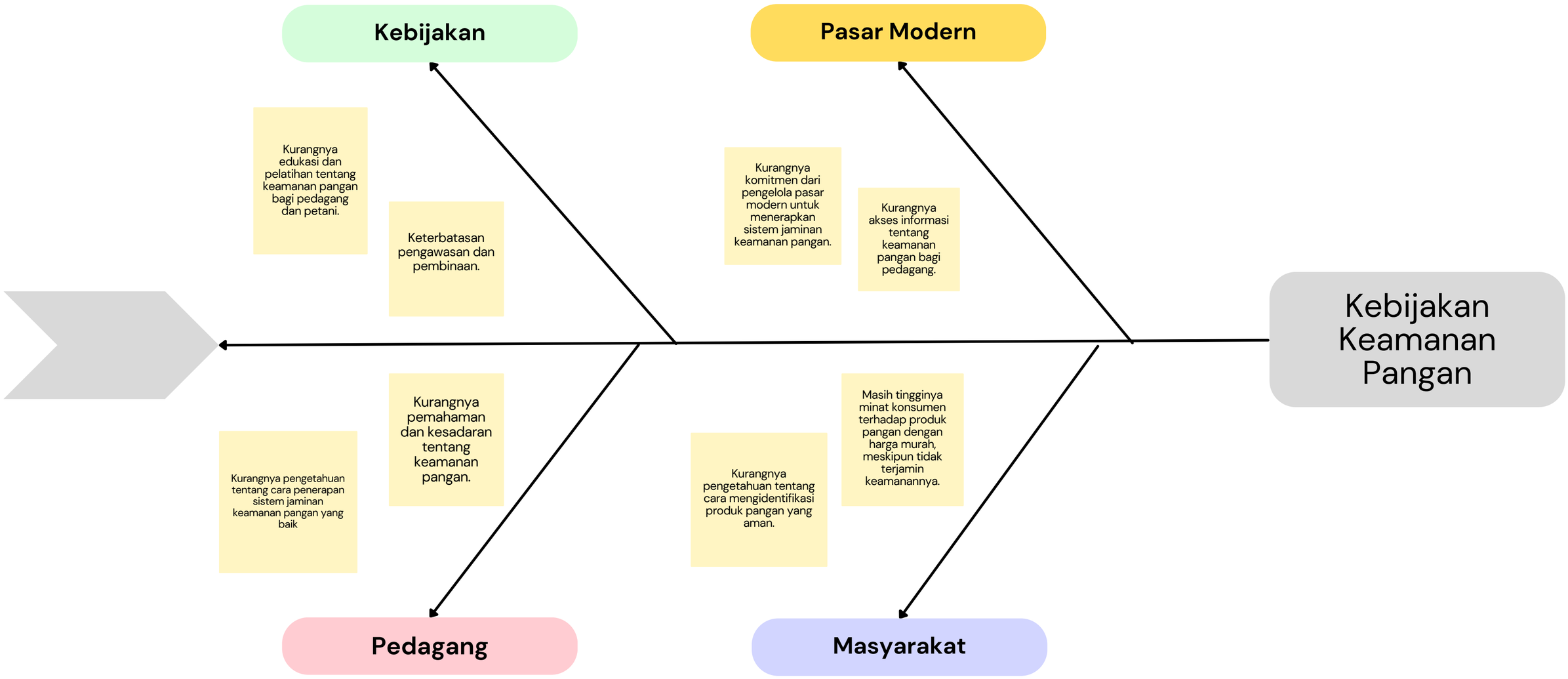Fishbone Diagram