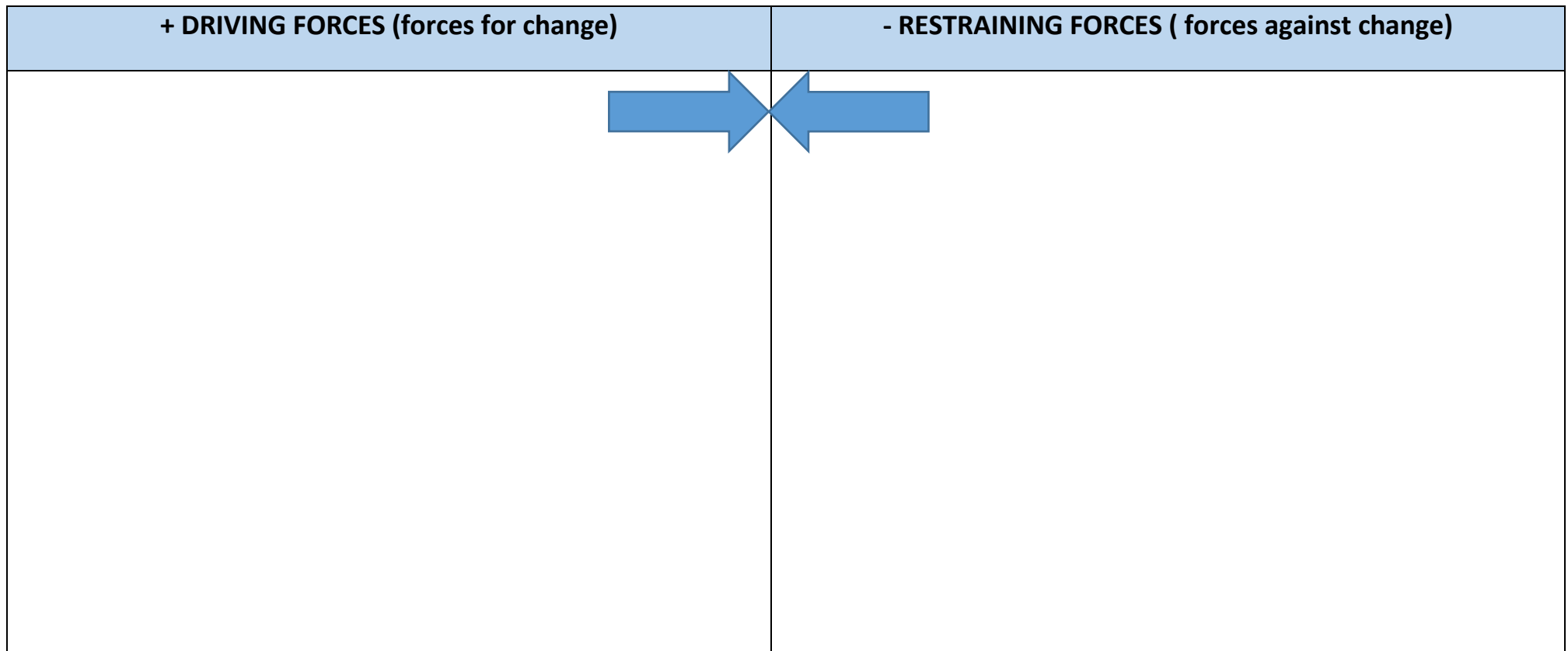


WORKSHEET

1. Define the problem
2. Define the desired outcome
3. Identify the driving and resisting forces



4. Determine the impact of the forces/rate
5. Develop an action plan