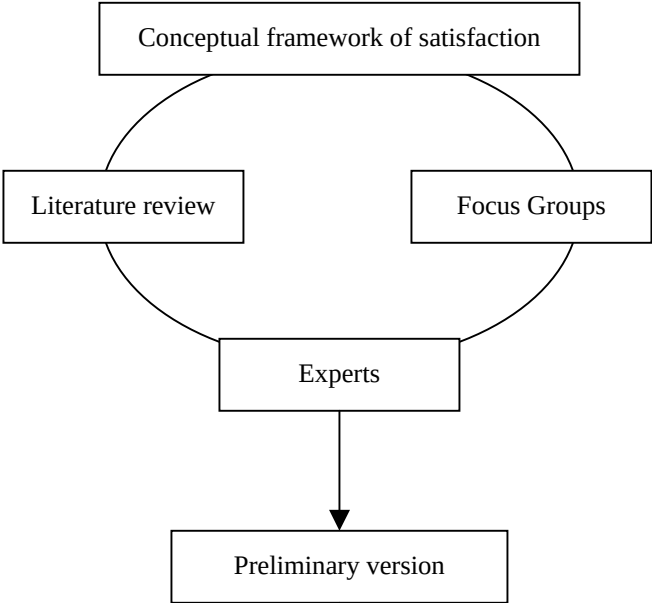


DEVELOPMENT PHASE
(QUALITATIVE METHOD)



VALIDATION PHASE
(QUANTITATIVE METHOD)

