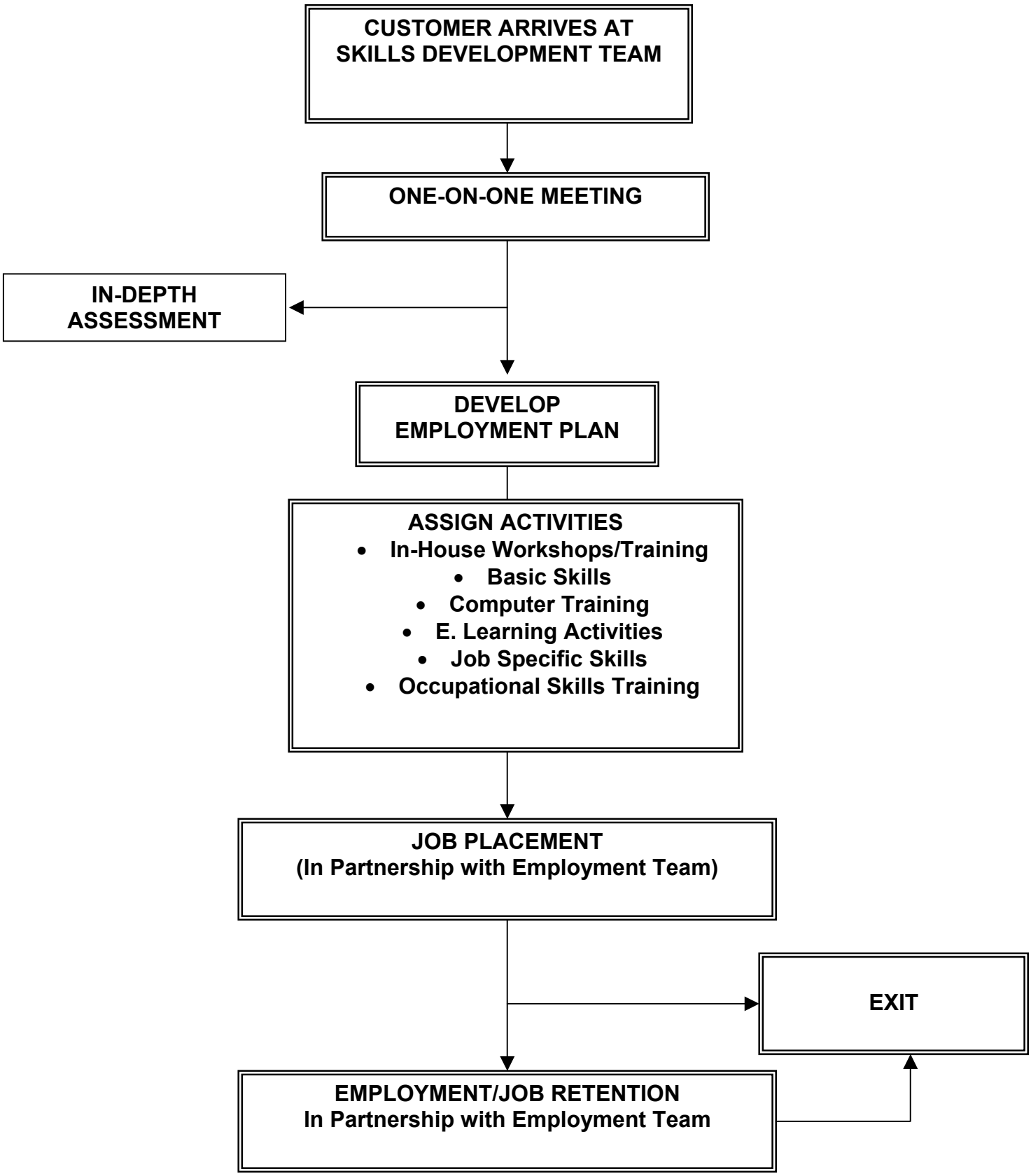
SKILLS DEVELOPMENT TEAM
CUSTOMER FLOW CHART



REV. 6/18/08