

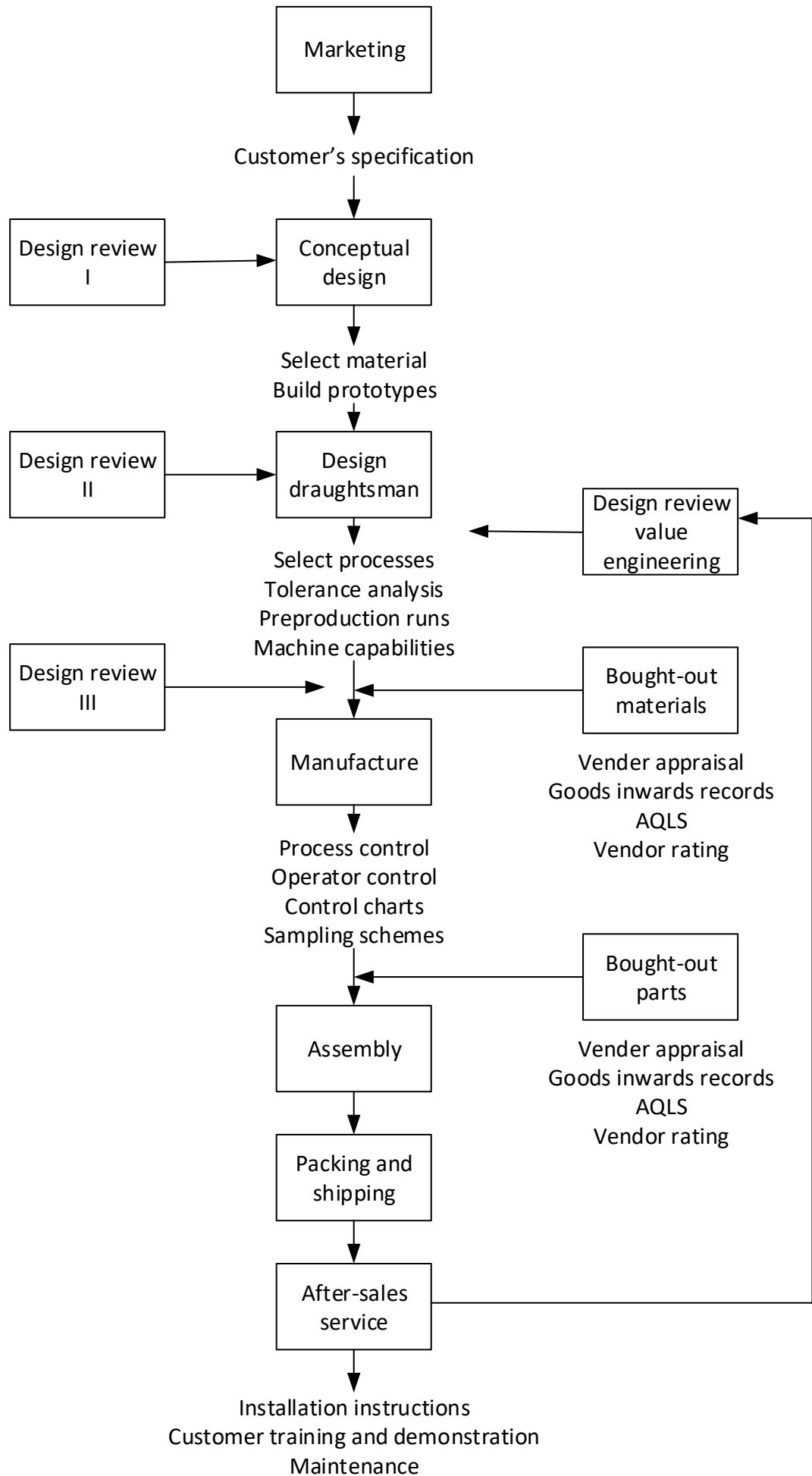


Fig. 11.2 From: The Japanese Approach to Product Quality – Its Applicability to the West (ISBN 0-08-028160-5)