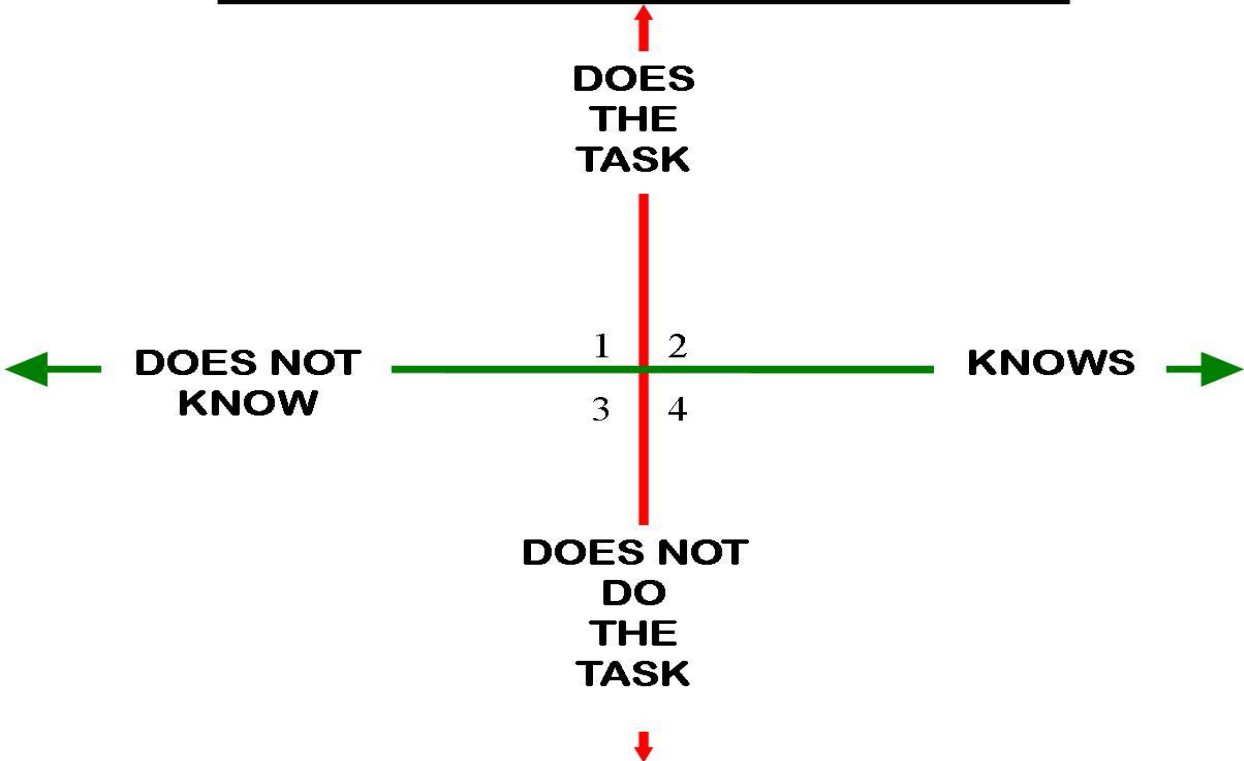


Diagnostic Matrix



Adapted from Robert Mager & Peter Pipe, *ANALYZING PERFORMANCE PROBLEMS*, David S. Lake Publishers, 1984