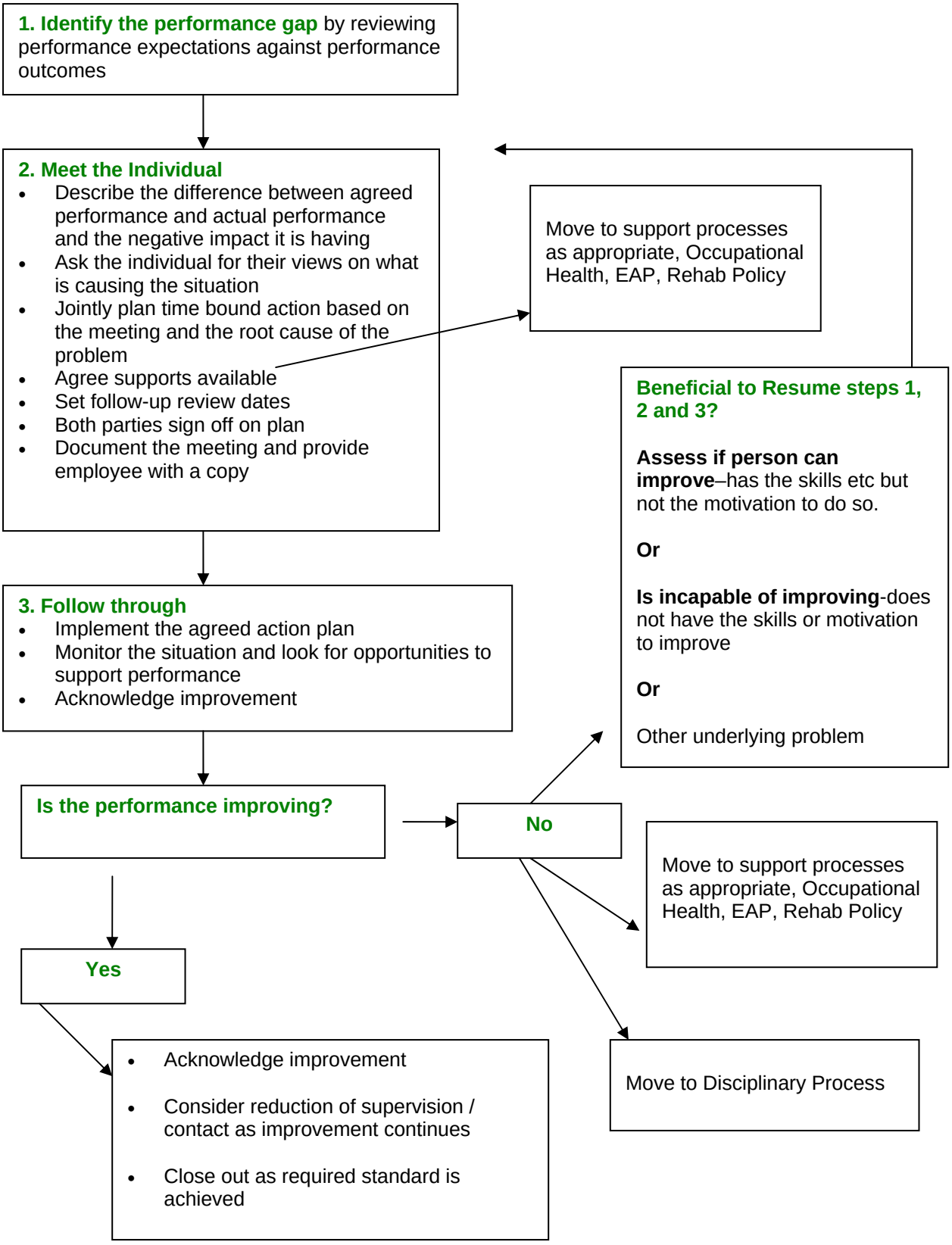Diagram 7.1 Managing Underperformance