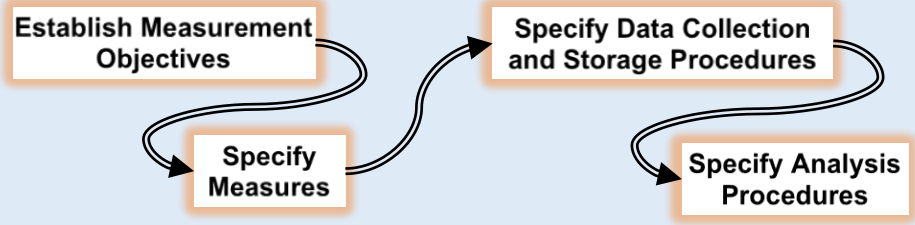
Establish Measurement Objectives
Specify Measures
Specify Data Collection and Storage Procedures
Specify Analysis Procedures