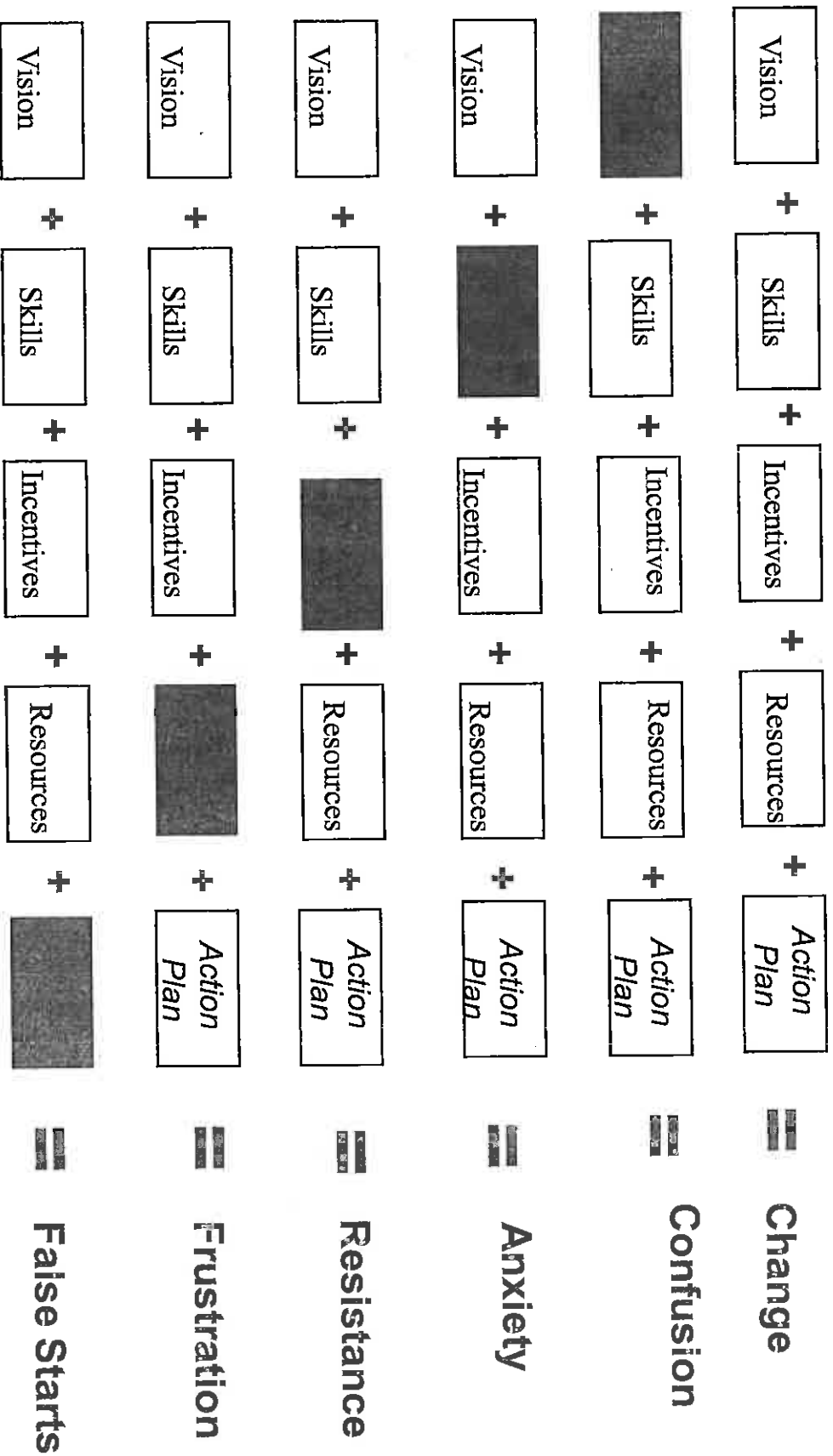


Managing Implementation of a Change Process



Adapted from Knoster, T.