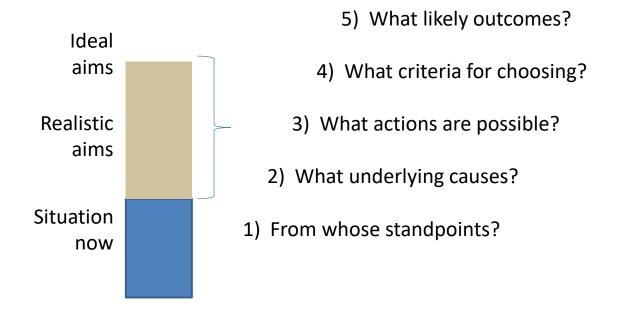
When tackling issues, it helps to have a problem-solving framework



David W Brown Oct 2017