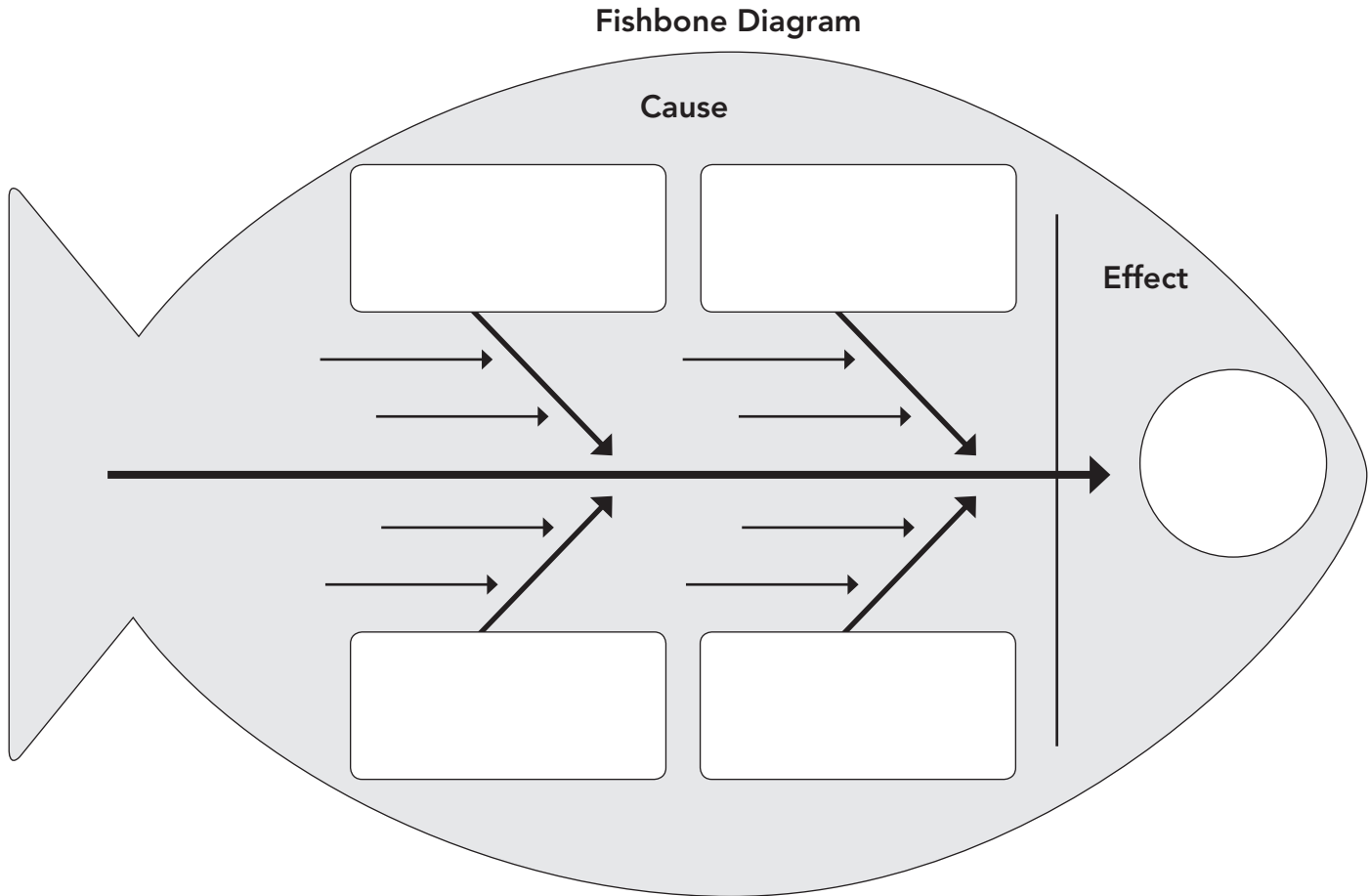


Figure 5:11: Fishbone Diagram



Source: Adapted from van de Vall, T. (2013). Fishbone diagram. Accessed at www.timvandevall.com/wp-content/uploads/Blank-Fishbone-Diagram.pdf on October 29, 2018.