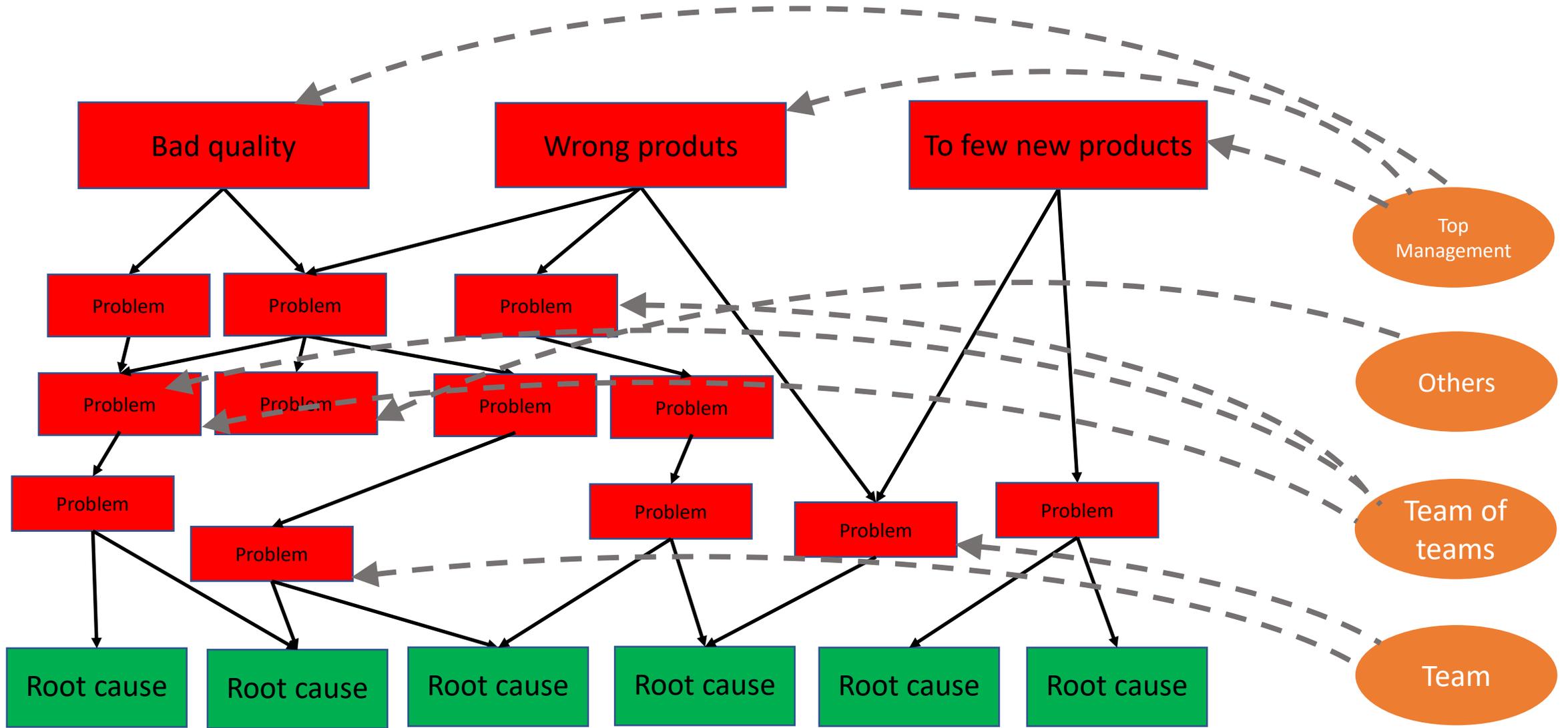


# Problems all the way to the root causes is necessary



- ⇒ Top management cannot themselves find the root causes (and they have not their own)!
- ⇒ The organization need to be there from day 1, no matter change!