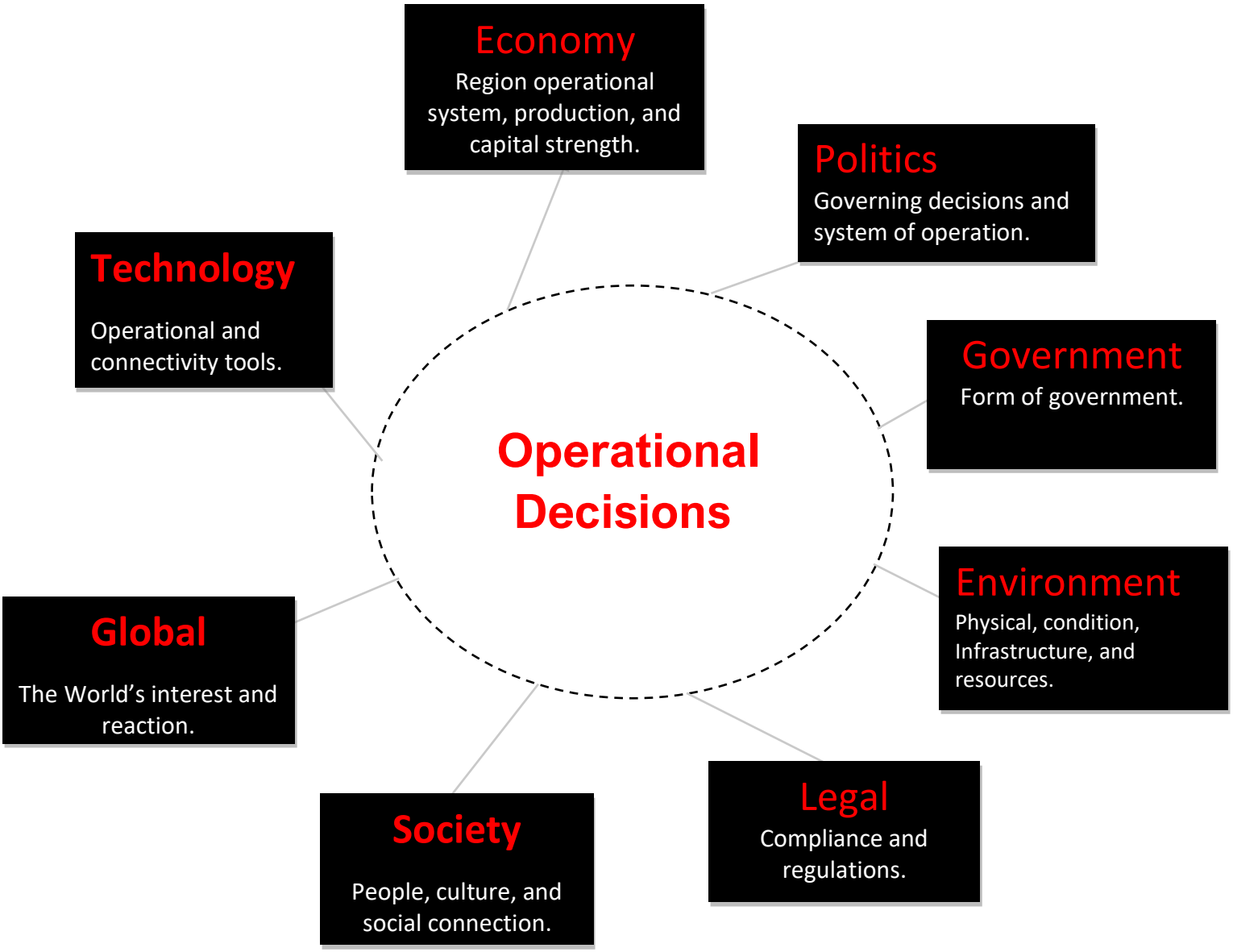# BUSINESS DECISIONS (Operational Decisions)