

Figure 1: PDA management approach pre quality improvement initiative

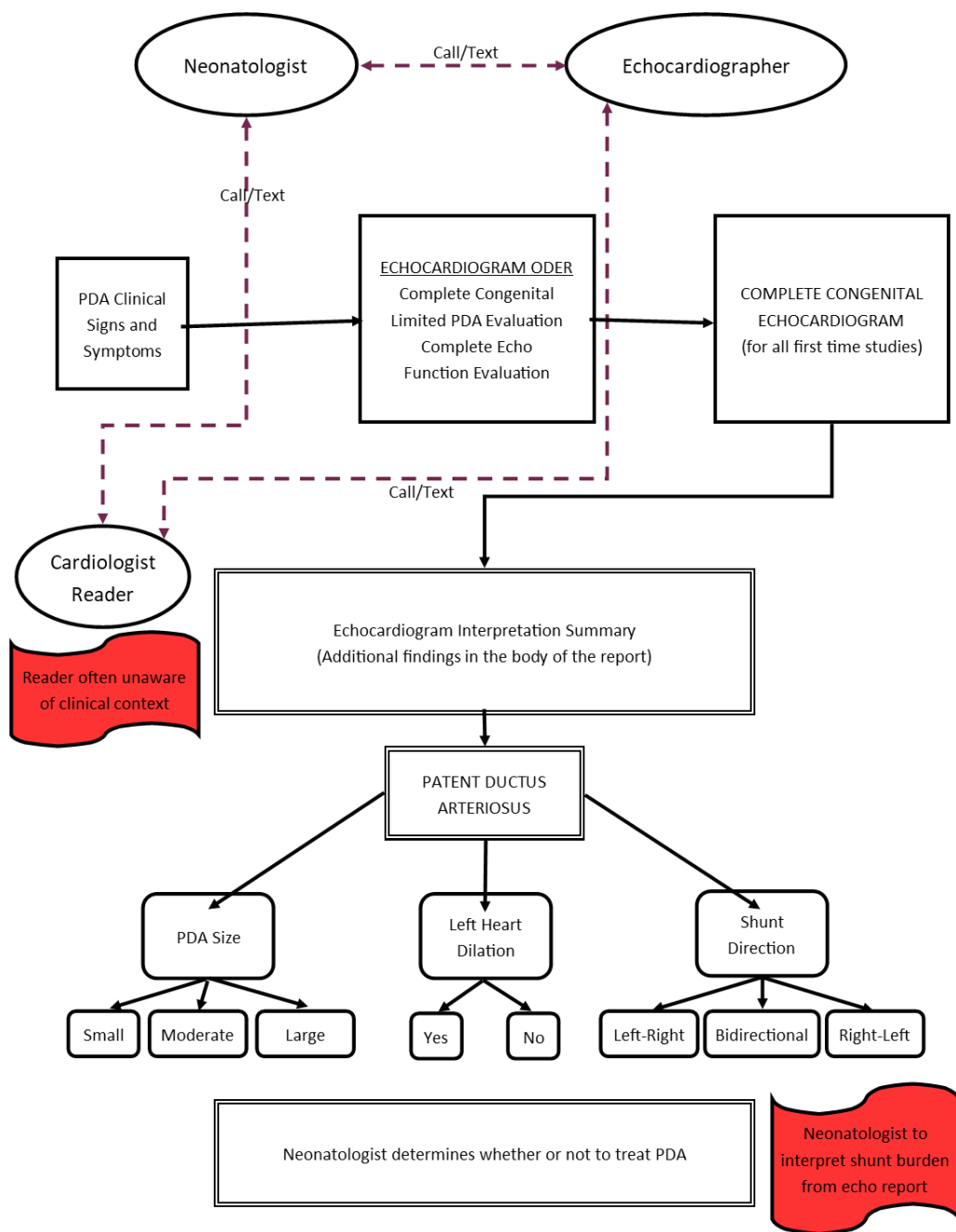


Fig 2: Driver Diagram

