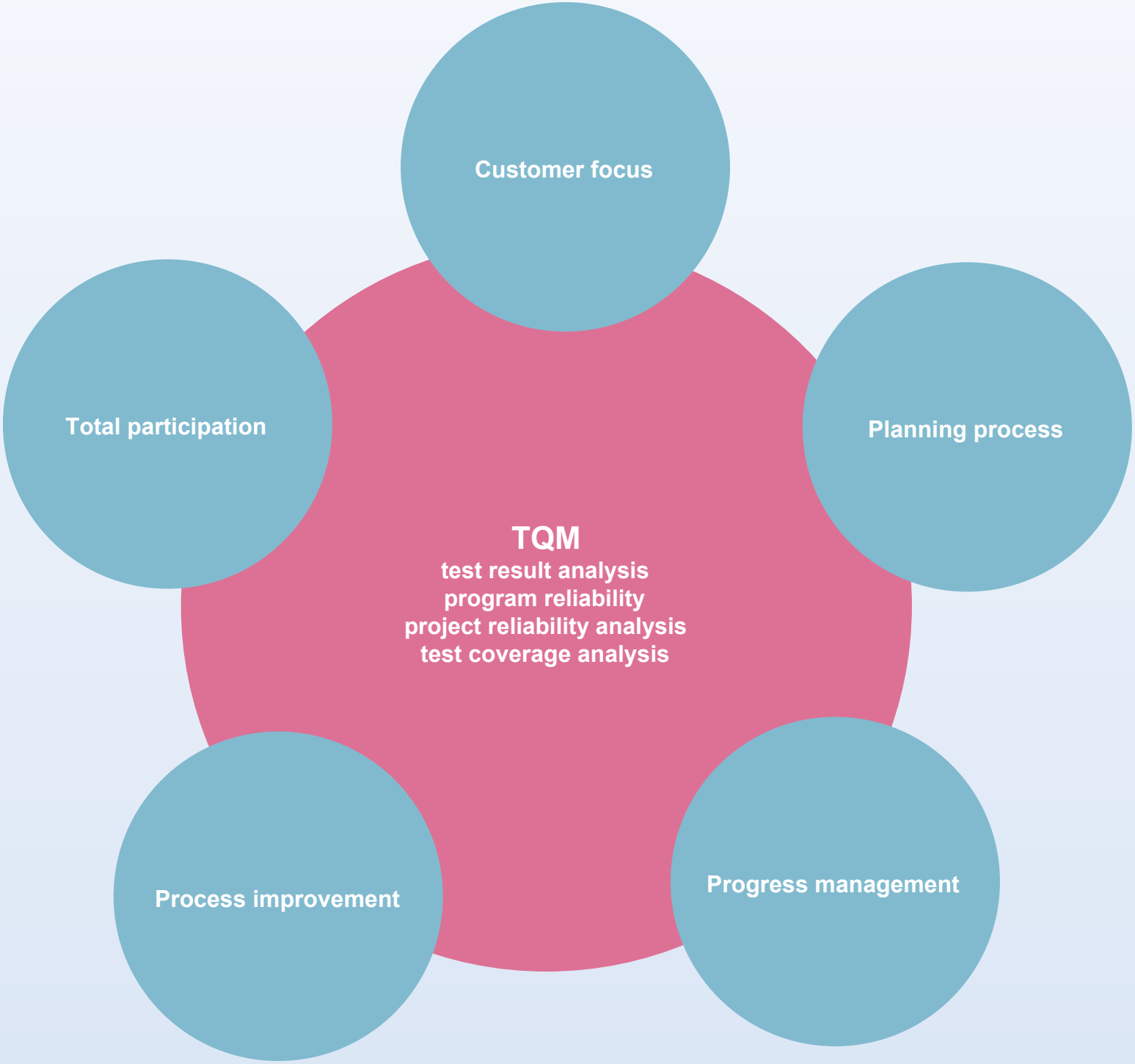
Customer focus
Total participation
Planning process
TQM
test result analysis
program reliability
project reliability analysis
test coverage analysis
Process improvement
Progress management