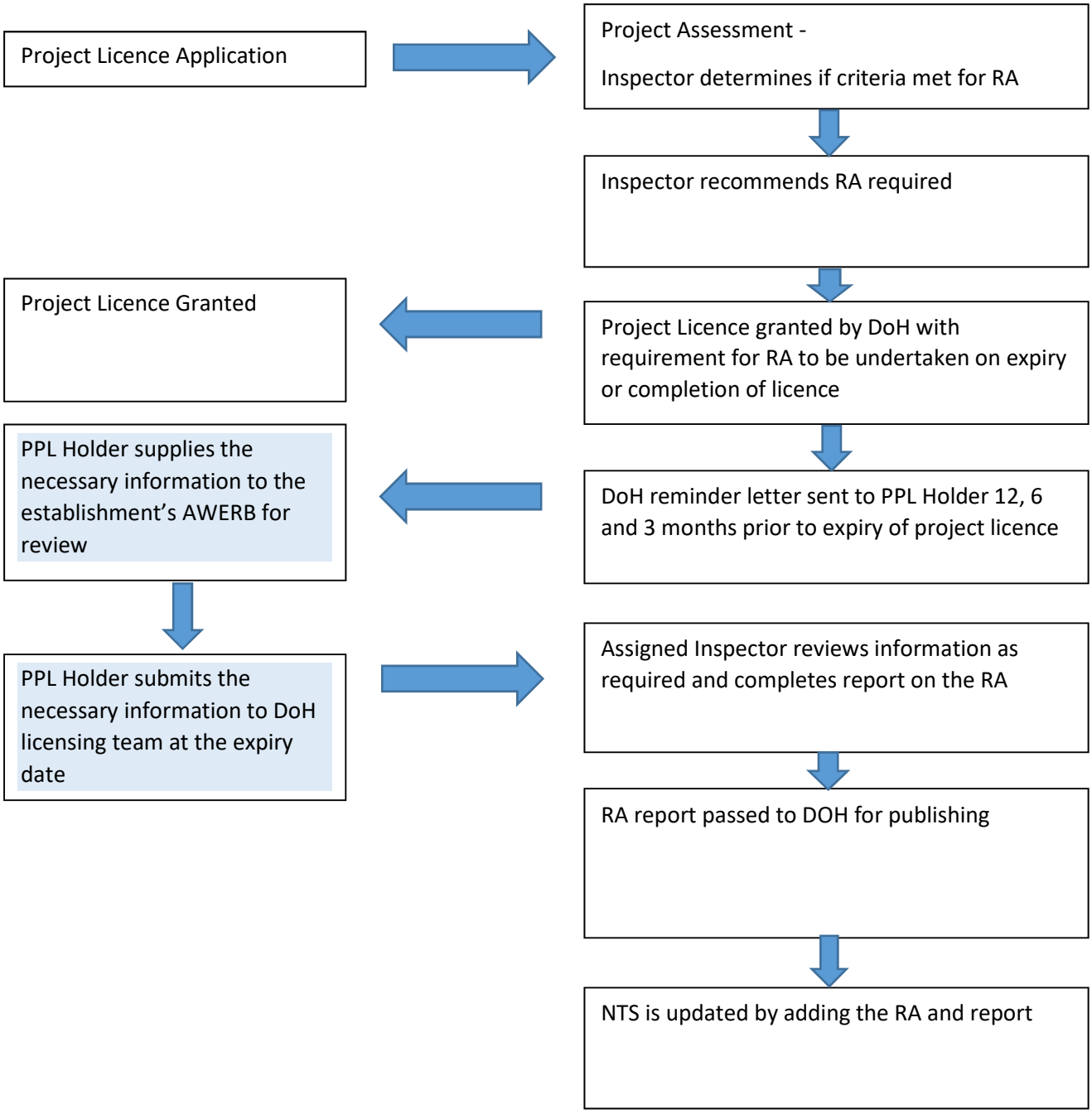Appendix 1 Process Map for Retrospective Assessment