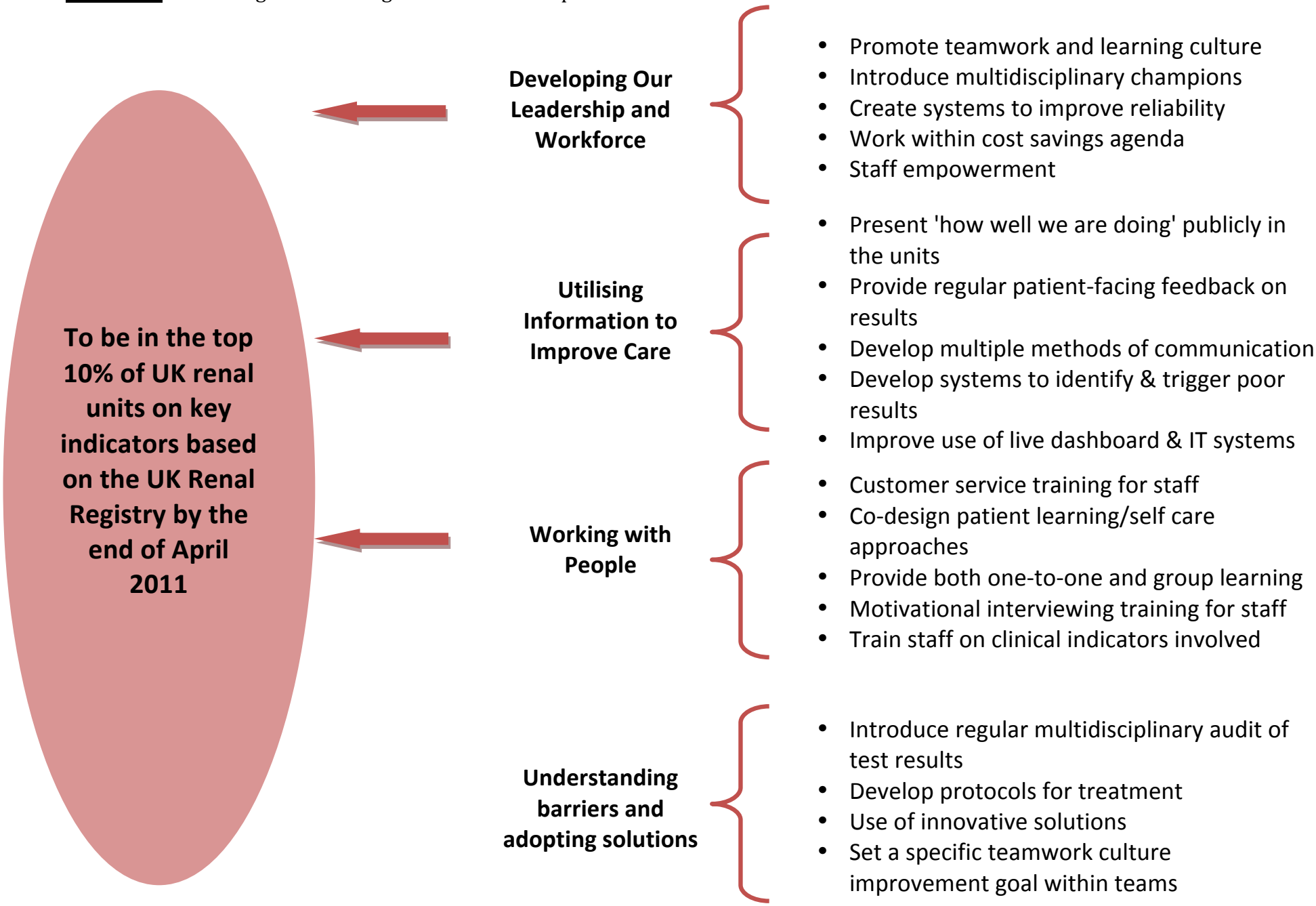Figure 1: Driver diagram outlining framework for improvement