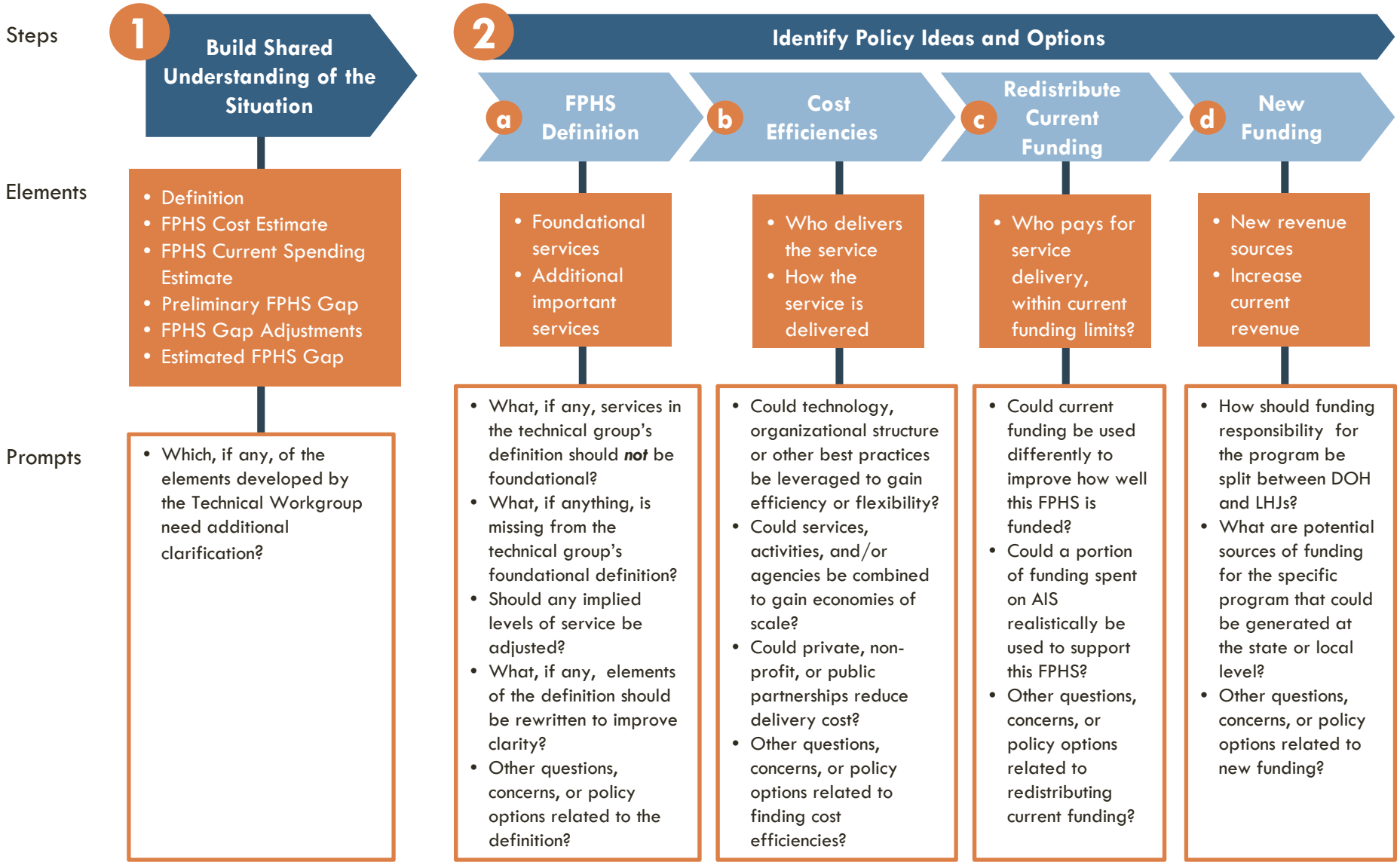POLICY DEVELOPMENT PROCESS (Steps 1 & 2 of 6) DIAGRAM