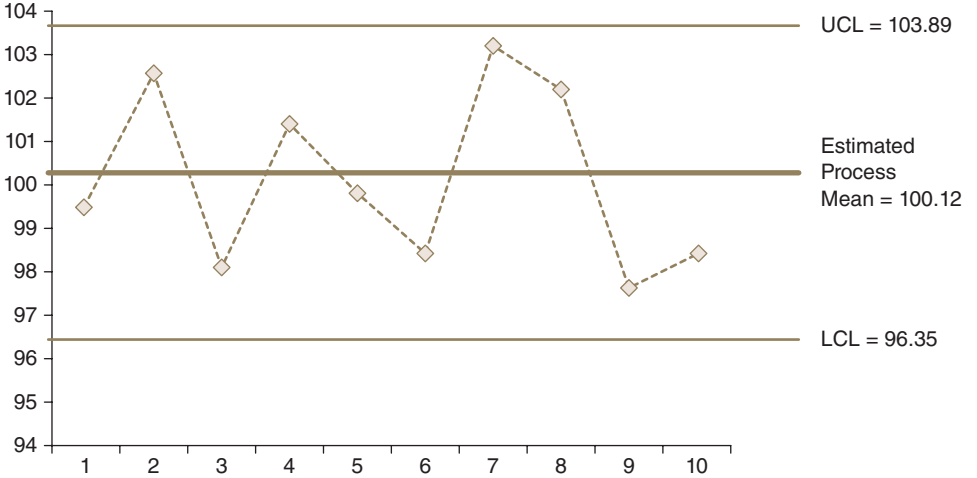

Figure 16.5
E-commerce
Control
Chart