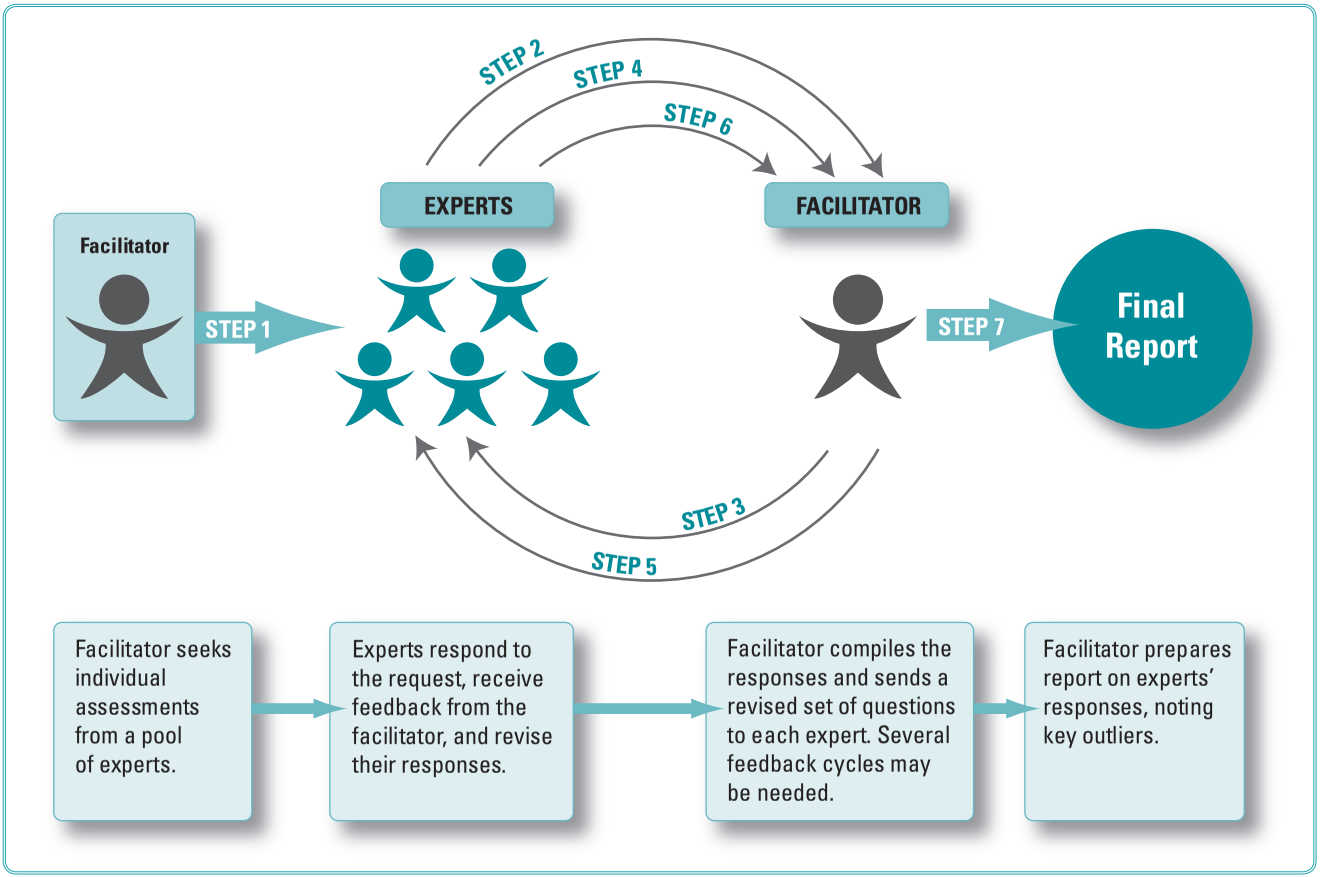Figure 9.7 Delphi Technique