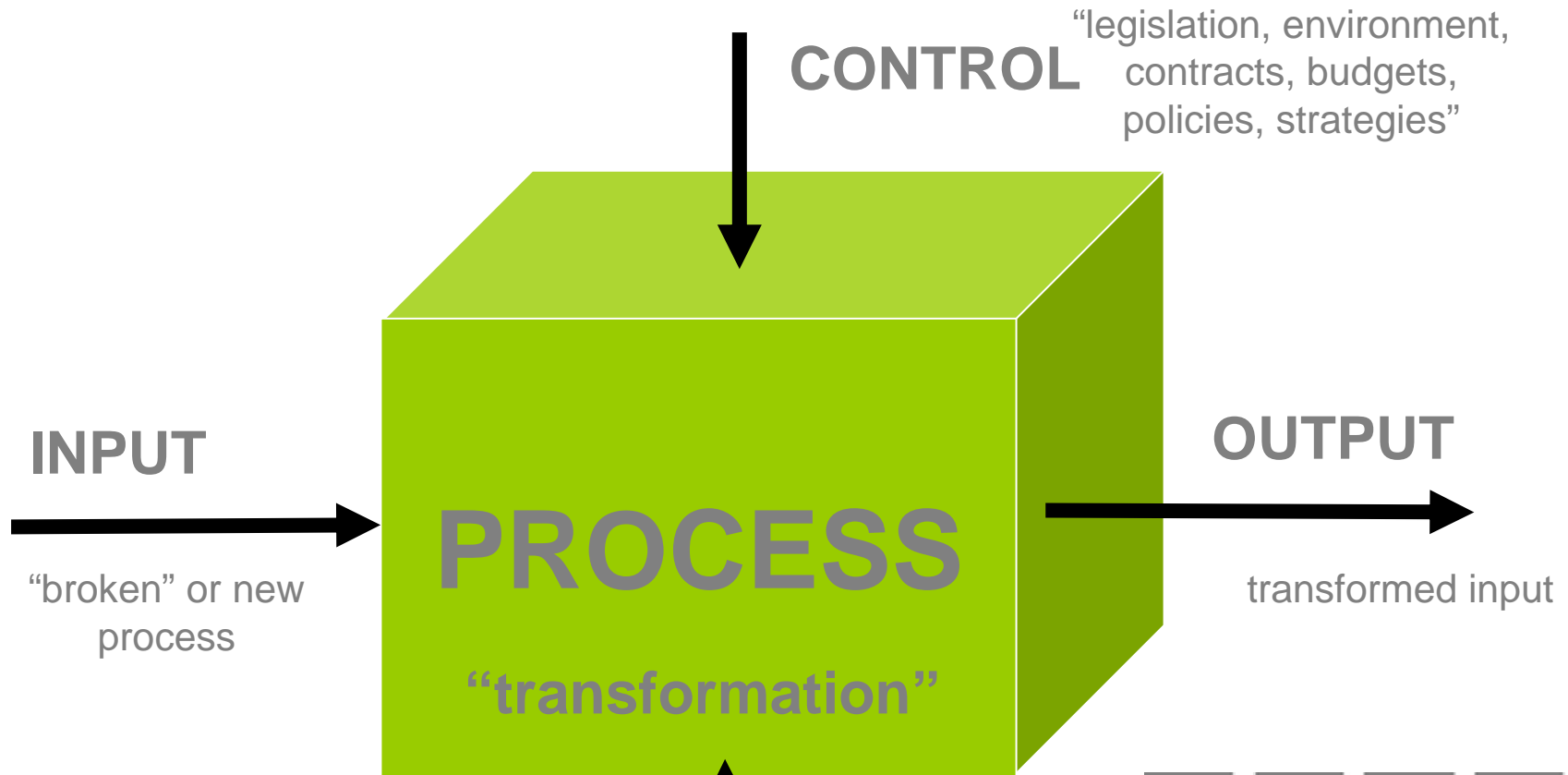


# Process, the heart of the matter



*“the transformation of a set of inputs so being (fundamentally changed) taking into consideration the controls and resources on the process to create outputs which satisfy customer needs and expectations”*

