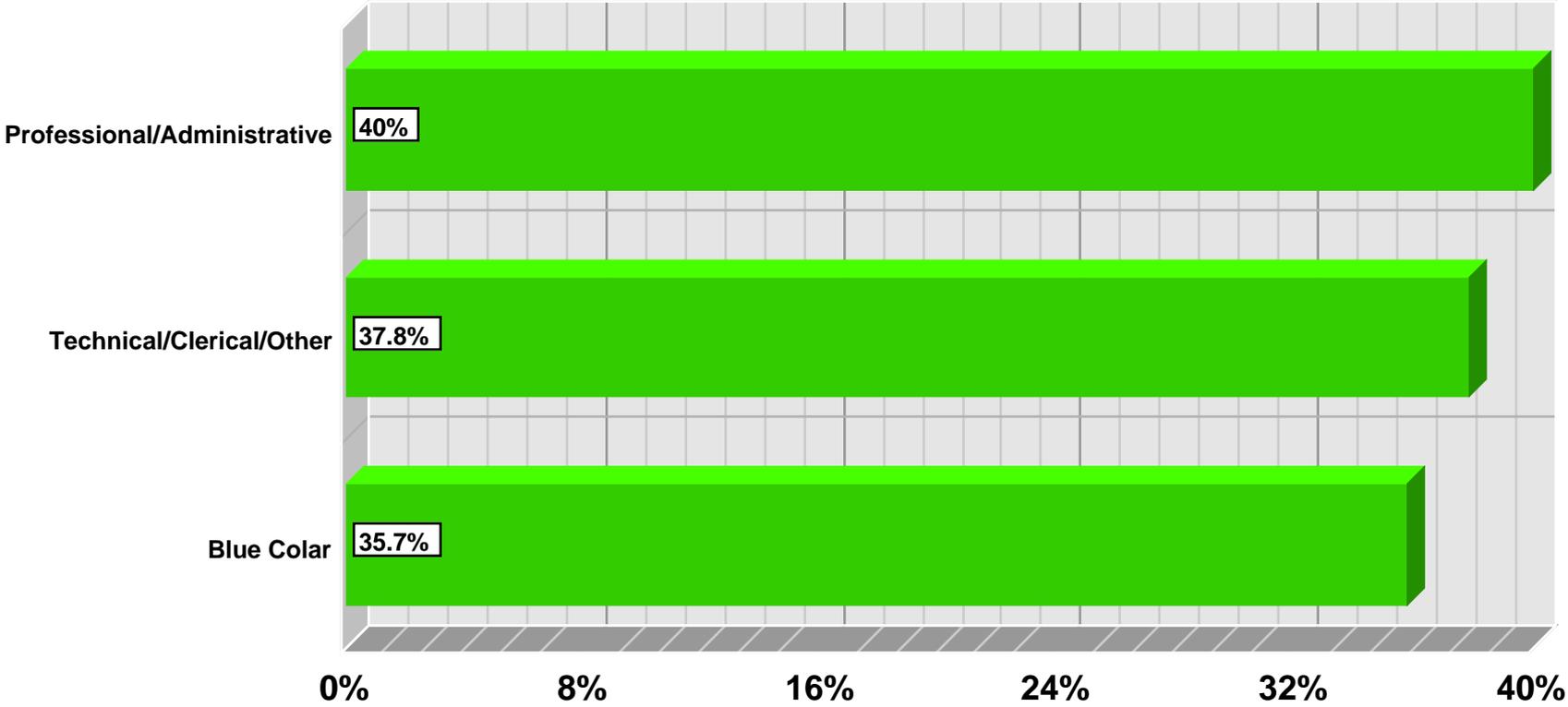


(21) Employees have a feeling of personal empowerment and ownership of work processes.



■ Positive Responses