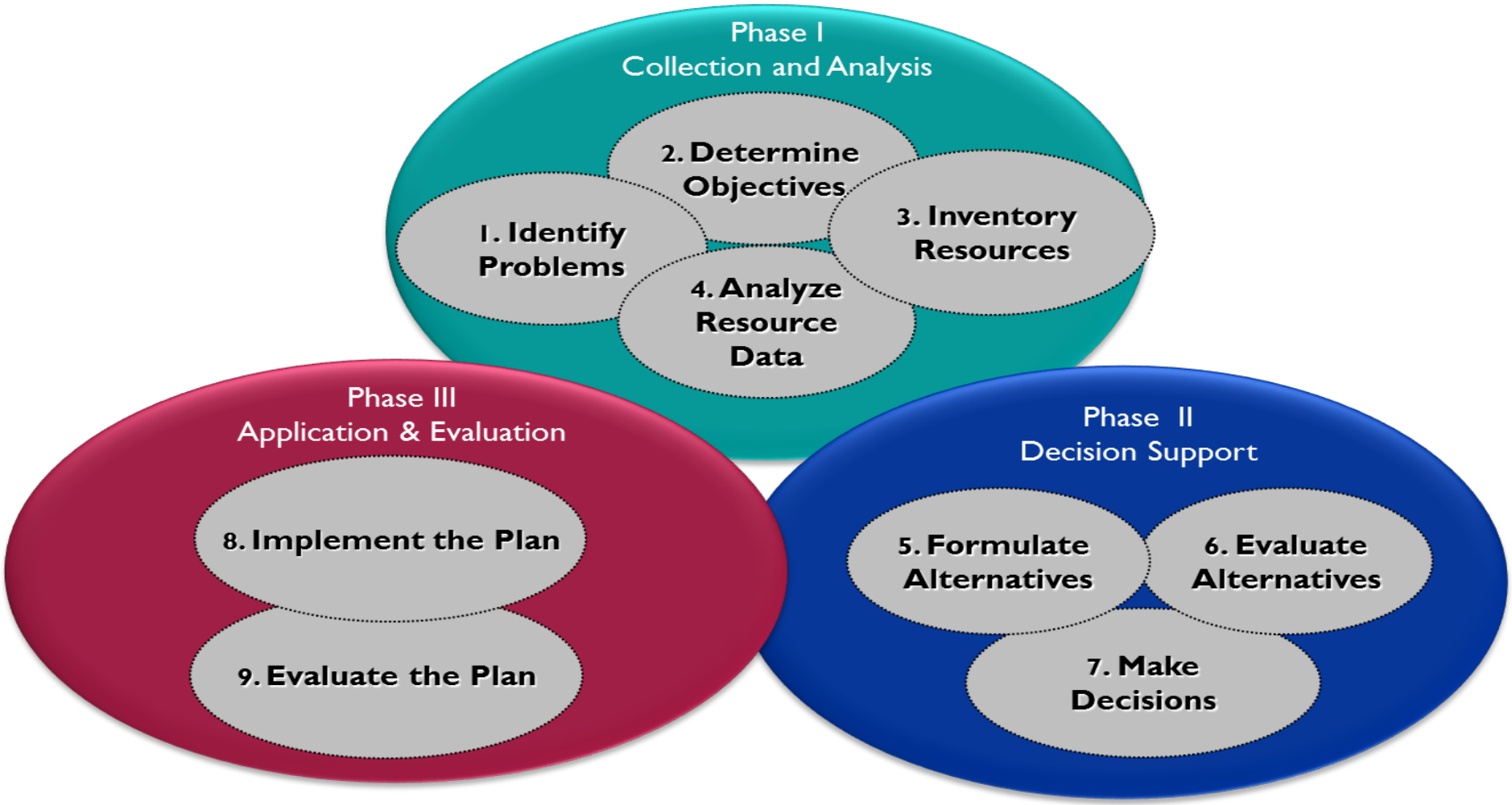9-Step Planning Process