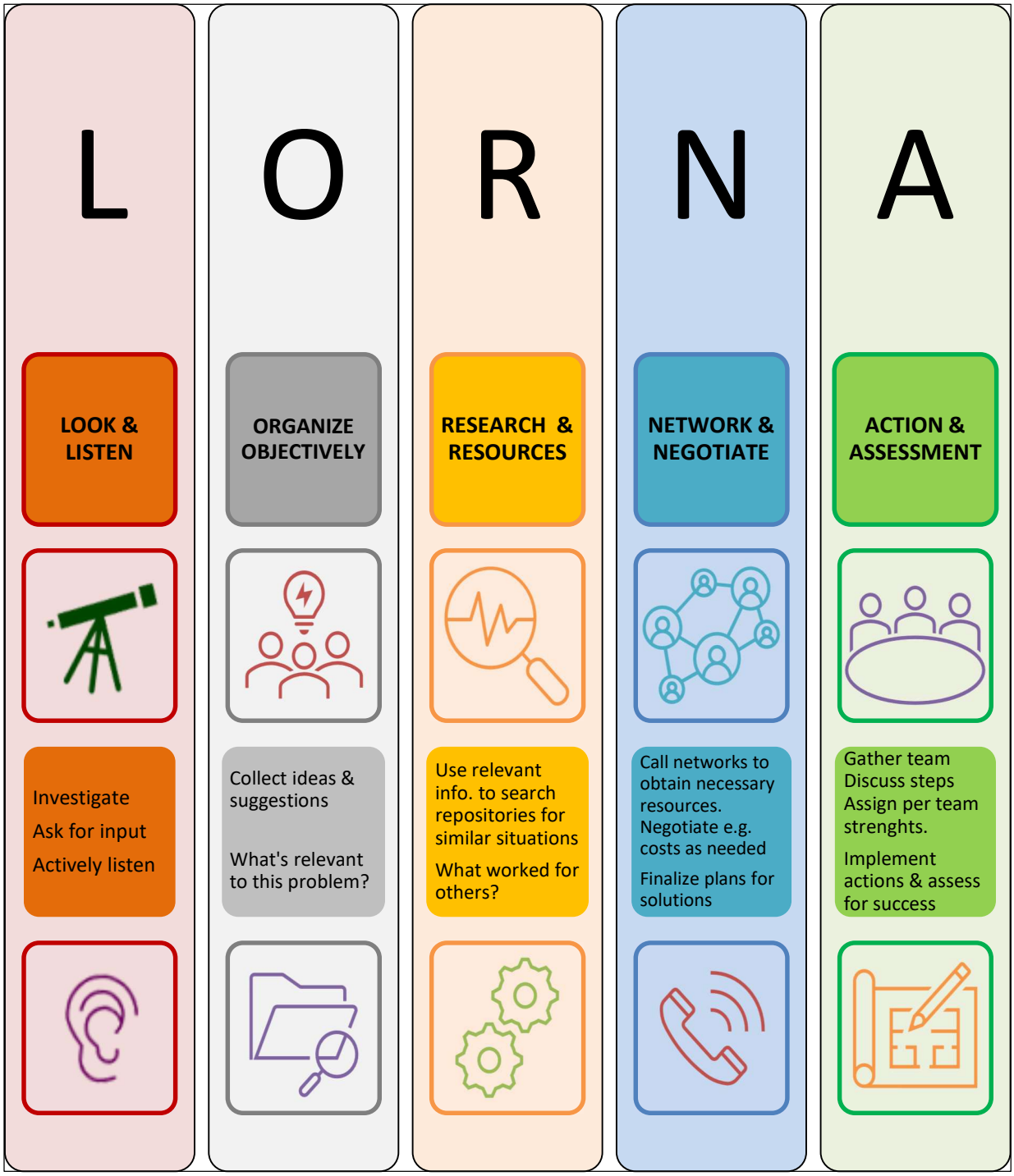The LORNA Problem-Solving Model __ Wall Chart