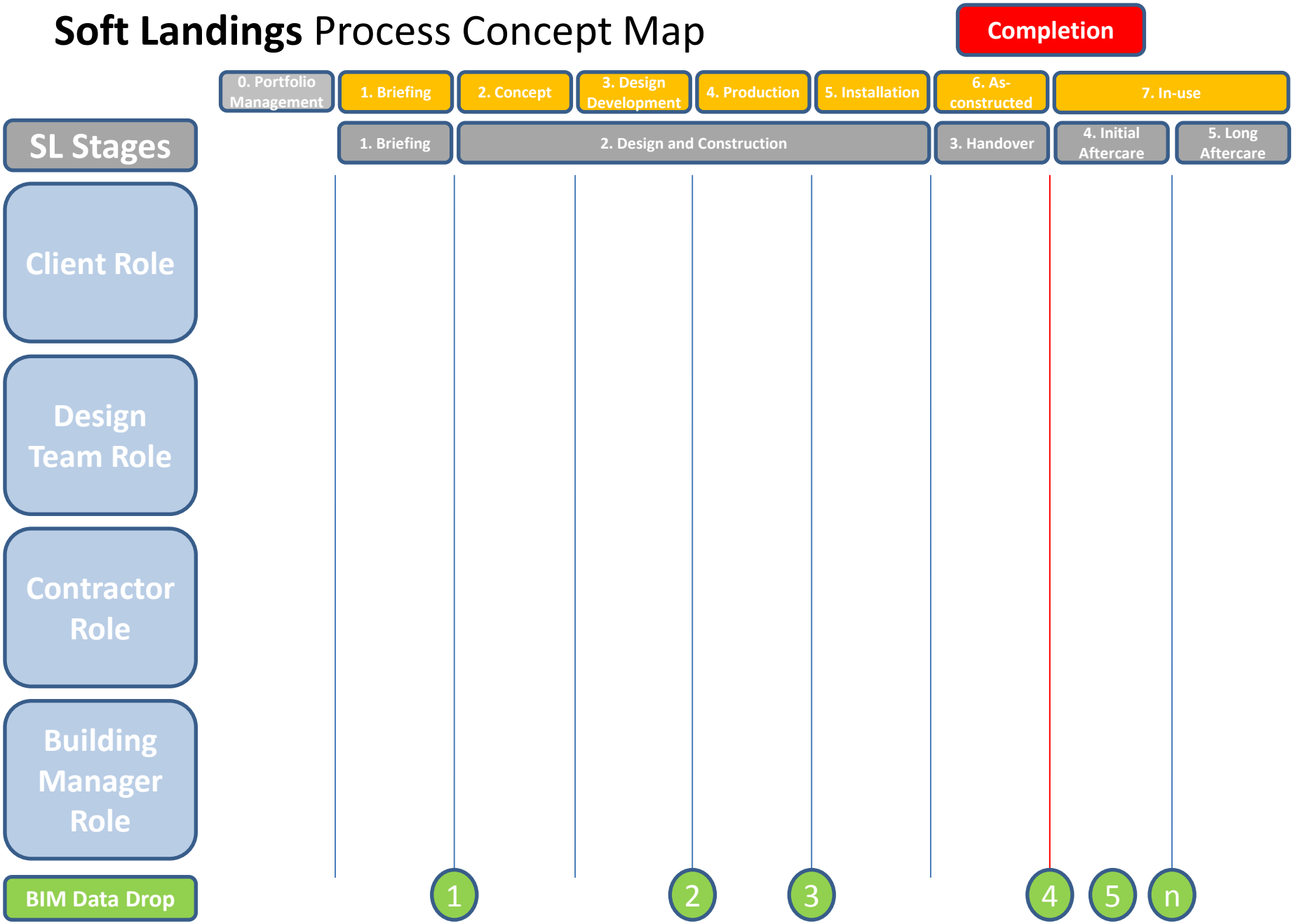Soft Landings Process Concept Map