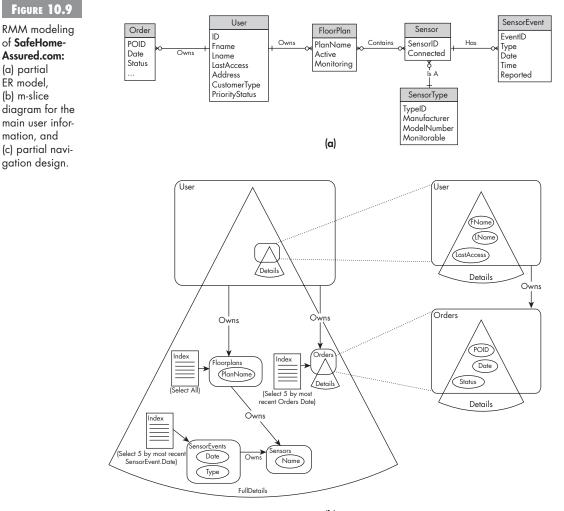
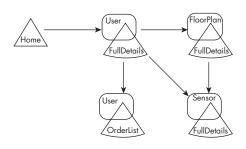
CHAPTER 10 INFORMATION DESIGN



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(b)



(c)

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