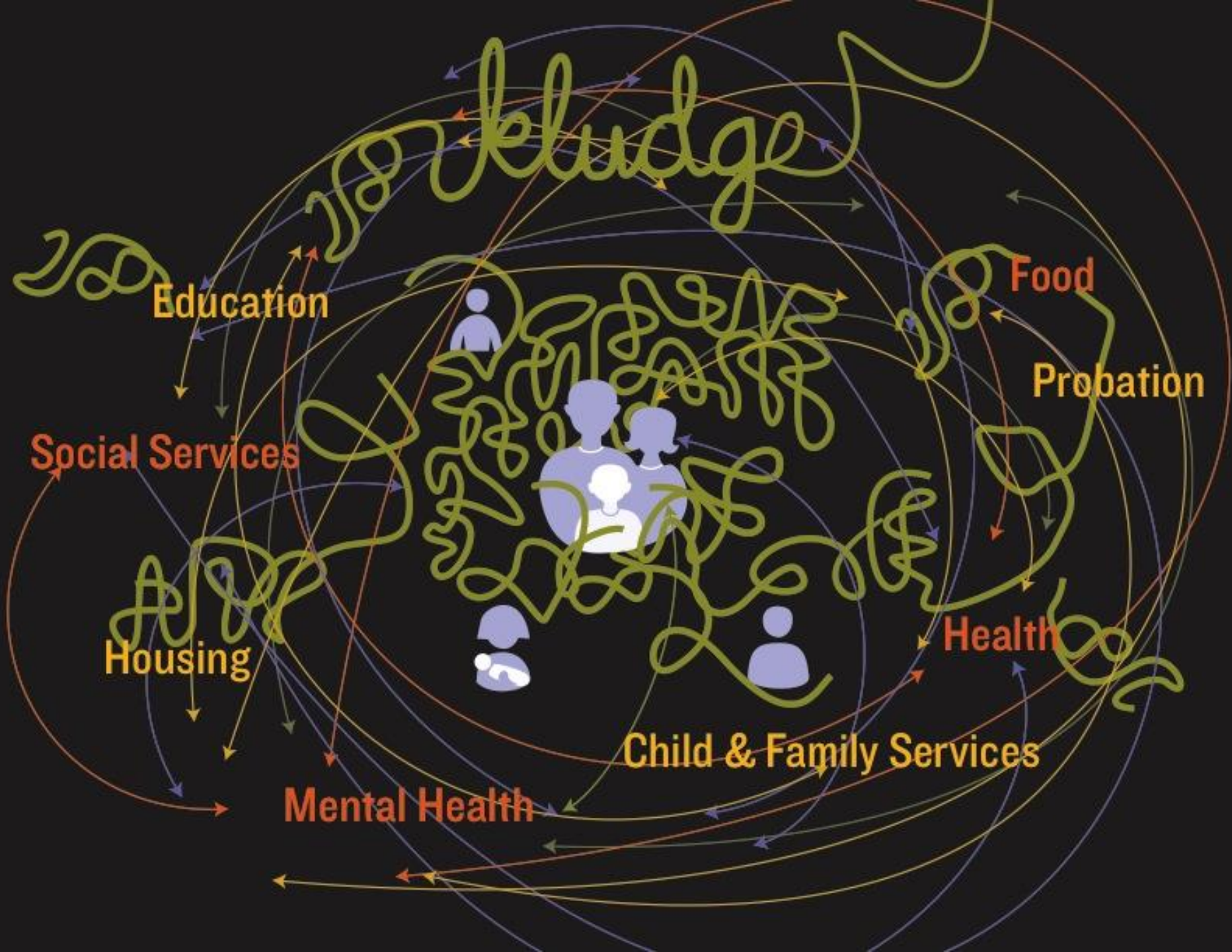




Lessons Learned

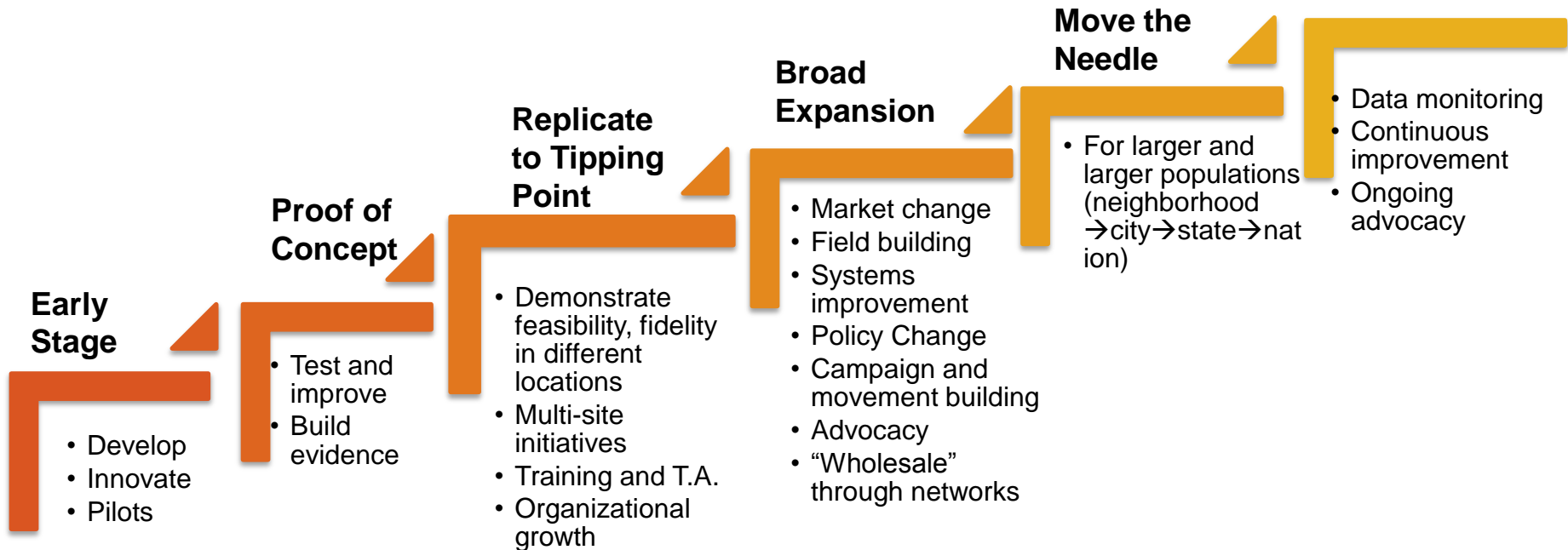
- **Bad Systems Trump Good Programs**
- **Kludge Eats Innovation for Lunch**



Lessons Learned

- **Bad Systems Trump Good Programs**
- **Kludge Eats Innovation for Lunch**
- **Stick With It to Scale**

Stairway to Scale





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