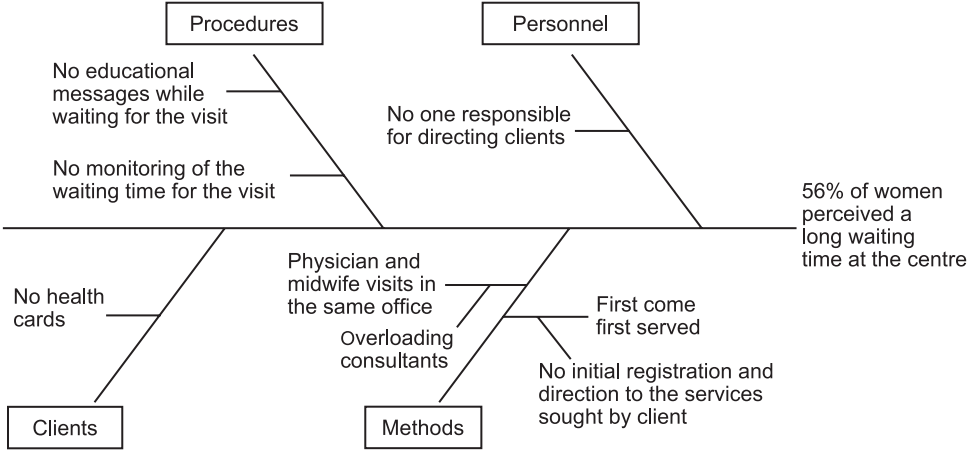

Figure 1 **Fishbone diagram of possible root causes of clients' perceived long waiting time**