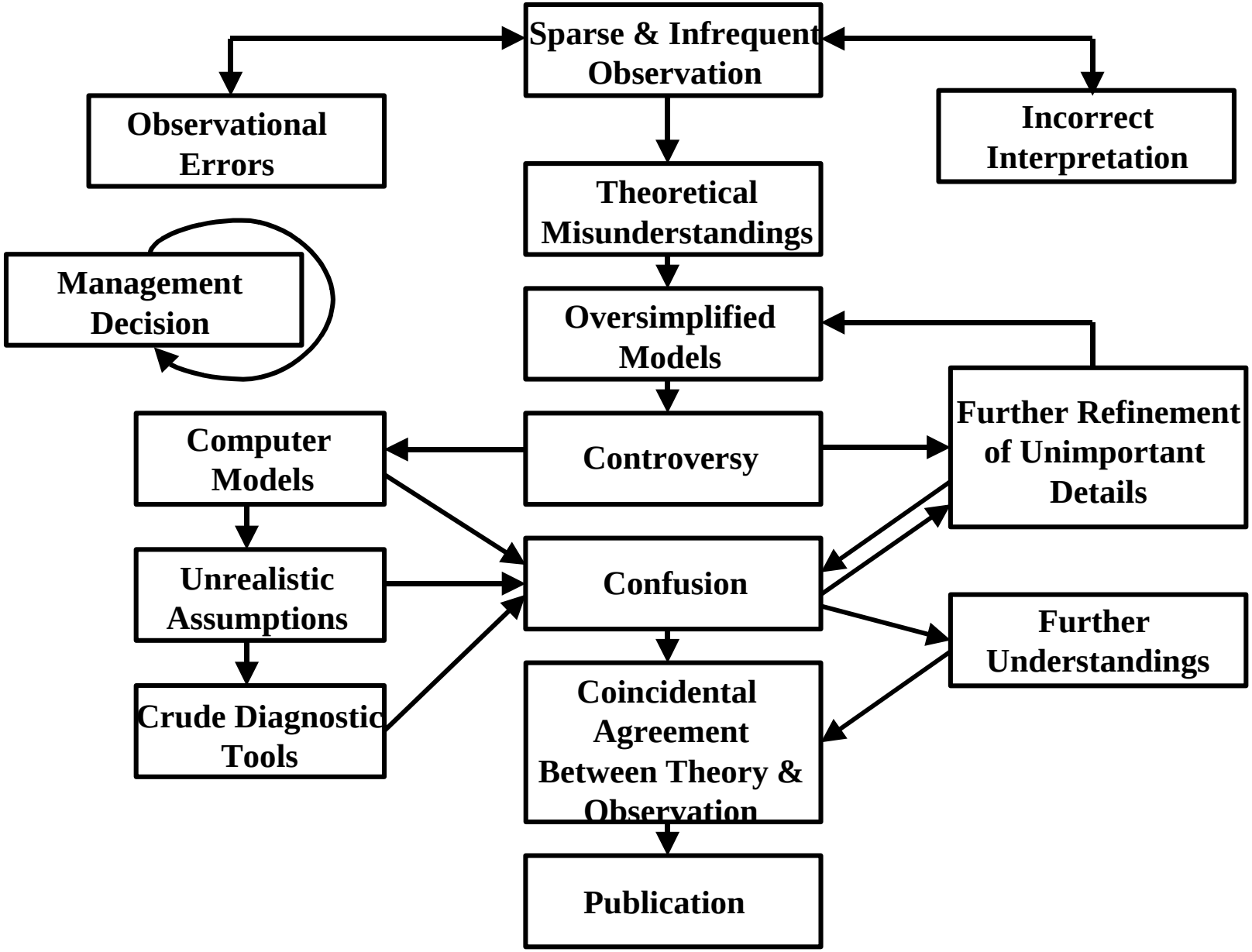Problem Solving Model