I. INTRODUCTION
II. ELEMENT 1.1: MISSION STATEMENT
III. ELEMENT 1.2 PARENT ORGANIZATION
V. ELEMENT 2.2 NEEDS ASSESSMENT
VIII. ELEMENT 2.5 PROGRAM EVALUATION
IX. ELEMENT 3.1 ORGANIZATIONAL FRAMEWORK
X. ELEMENT 3.2 BUSINESS/MANAGEMENT PRACTICES
XI. ELEMENT 3.3 STANDARDS FOR COMMERCIAL SUPPORT