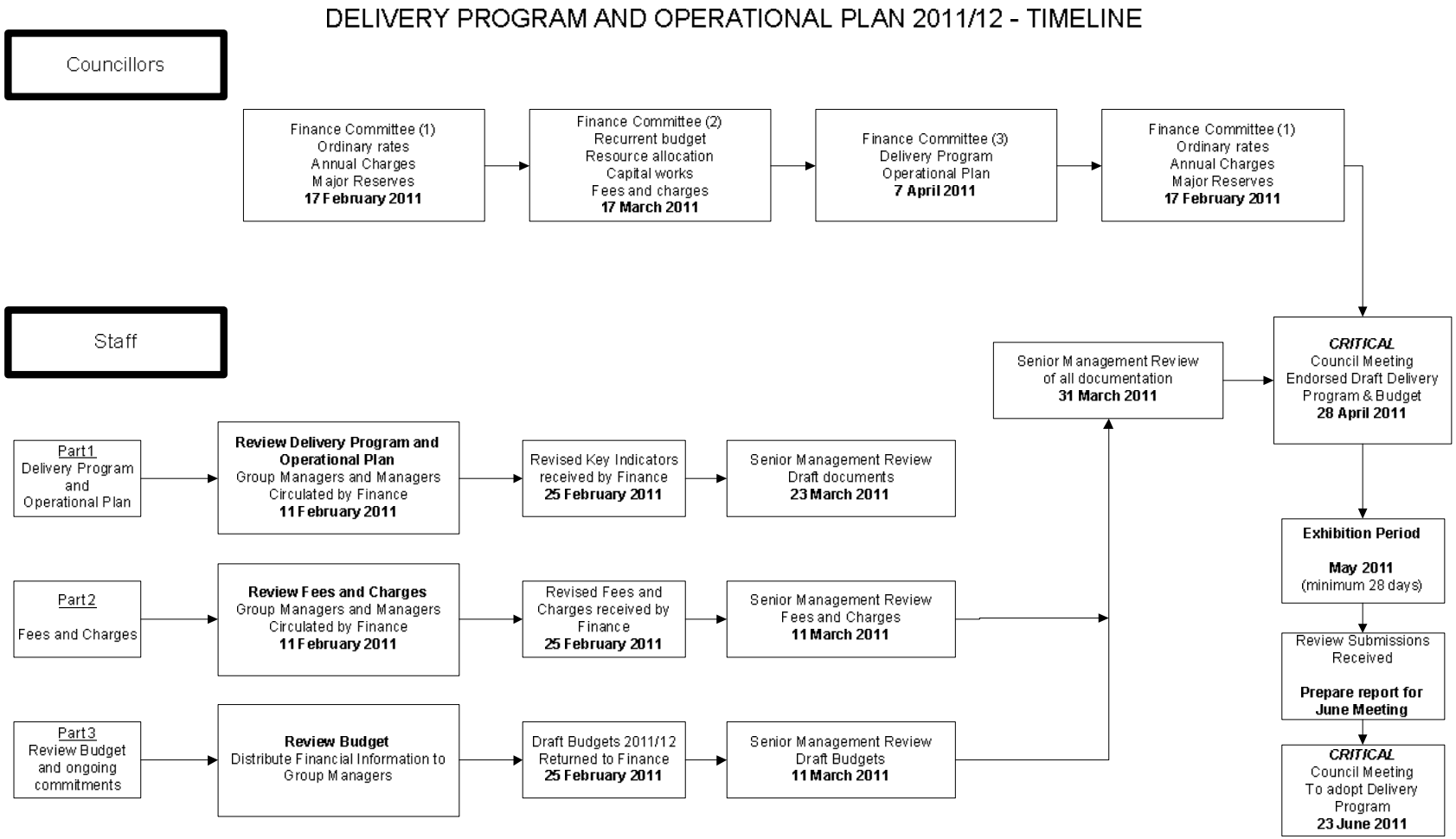10.12 Delivery Program and Operational Plan - Timeline 2011/2012