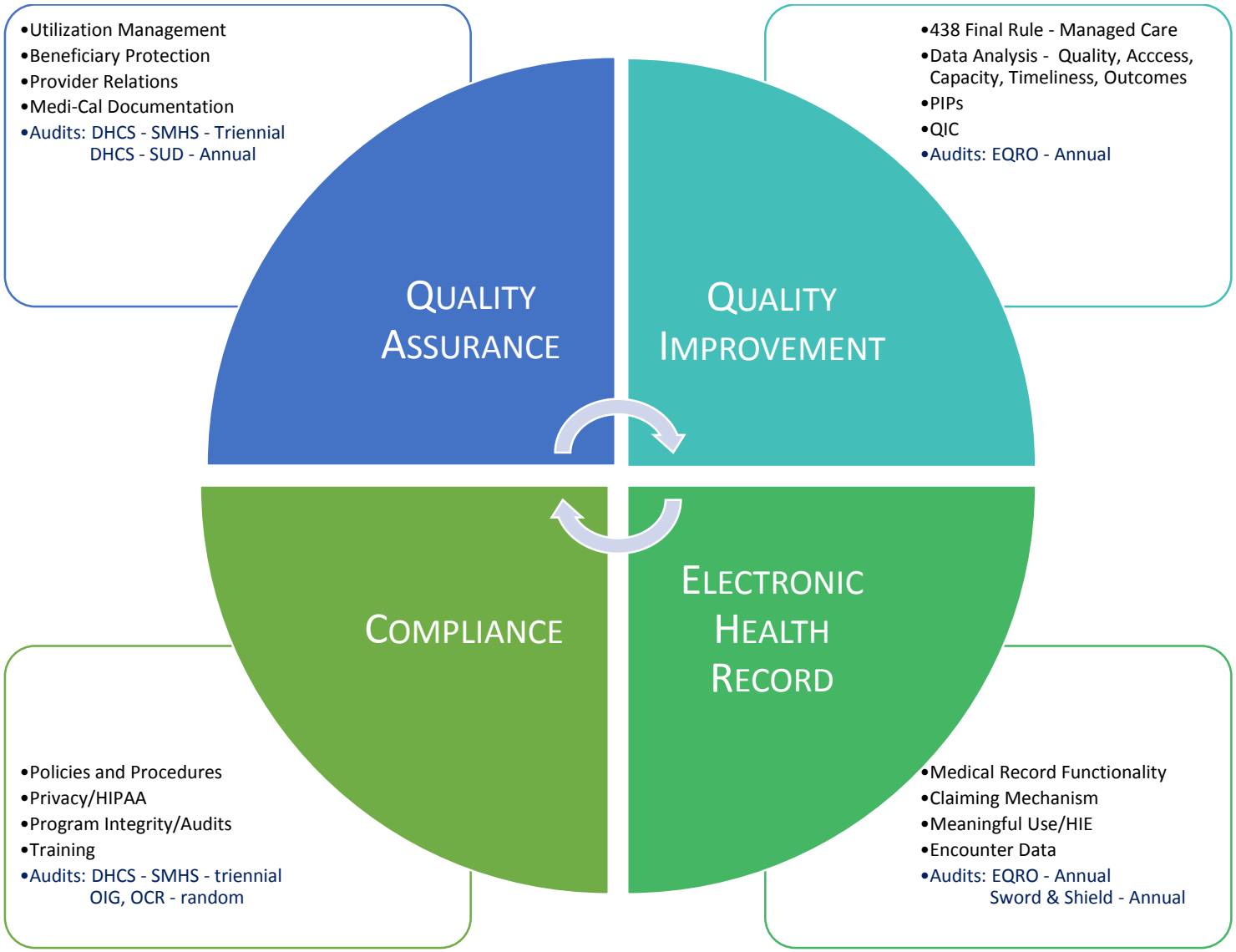QUALITY MANAGEMENT